

Furniture

What types of furniture items do you sell?

A range of preloved household furniture items such as Couches, Armchairs, Tables and Chairs, TV Units, Coffee tables, beds and mattresses. We also have a range of preloved electric cookers, fridges, freezers, washing machines and dryers. We also have a small range of baby goods including cots, Moses baskets and prams.

How many different types of couches, beds, mattresses, dining tables do you normally stock for me to choose from?

We have a range of stock which varies from week to week depending on what is collected through BB. Approximately we have around 50 couches on display and around 20 dining tables and chair sets, all other items differ.

Is there any guarantee with the furniture?

Not with furniture - white goods come with a 12-month warrantee.

How good is the quality of the items?

The items are preloved and are quality checked before reaching the shop floor. All items are really good quality.

Are they all cleaned and repaired if needed?

All items are quality checked, vacuumed, cleaned, repaired and steamed where necessary before they reach the shop floor.

Delivery

Where do you deliver to?

L1 to L20, L24, L25, L27 & L28 (Some parts of these postcodes may not be LCC).

How much is delivery?

£20 for 1 to 4 items. Any additional items will occur an increased cost, which will be discussed with you.

How long will it take for my furniture to be delivered?

We have daily deliveries and you will be given a delivery day, which is normally with two days.

Can I collect my furniture myself and will someone help me take furniture to my car or van?

Yes and if we have available staff, of course, however we can't guarantee that but ask the staff in-store.

Open Mon-Fri 10am-4pm

129-139 London Road, Liverpool L3 8JA

Contact us on: 0151 207 2148

Ordering

Is there any way I can buy furniture or get my free furniture without attending the store?

Yes, you can phone the store on 0151 207 2148. Our friendly team will help you if you can't get into the store by using technology to show you what we have available.

Can I reserve furniture over the phone?

You can reserve furniture over the phone by paying for it, but it will be delivered on the next available delivery date.

How do I pay for my furniture?

By card or by cash

Is there any discount for ordering multiple items?

Customers on benefits receive a 10% discount. We do different promotions throughout the year which we share on social media.

How can I get free furniture?

By contacting LCSS on 0800 456 1523 to see if you are eligible

Covid Safety

Do I need to book a slot to save me queuing?

No, you don't need to book a slot. However, we do have a queue management system in place like many other stores, whereby we ensure the safety of our customers and staff by limiting the number of people who are allowed in the store at any one time. Any queues are normally small and people don't have to wait too long before they can enter.

What are the Covid-safe precautions that are in place?

We follow all government guidelines - queue management, hand sanitising on entry, compulsory mask wearing for customers and staff (except when exempt), Covid-safe till areas, social distancing measures are in place, no entry of anyone with symptoms and plenty of signage.

Can I bring someone with me when I come to the shop or do I have to come alone?

You can bring someone along, but we do ask that you keep the numbers as low as possible and follow the government guidance in place at the time.

Do I need to wear a face covering?

Yes unless exempt

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