

### Our service

Trueloves provide services offering both Supply Only and Supply & Install packages.

Our services include Design, Supply, Install and Project Managing of a scheme. This means that clients can come to one place for all their needs.

We are not an online competitor and carefully select well known Brands and Suppliers we have confidence in, including warranties and aftersales care.

We do not offer a Fitting-only service whereby the client provides their own products. We will in some circumstances install a one-off item a client has personally sourced if we are unable to obtain terms from the supplier directly ourselves. This must be discussed at the early stages of the design process. Trueloves cannot give any assurance or accept any liability for installing products purchased outside of Trueloves.

Initially, we will take some information regarding a client's project and will in return give the client an estimate of costs. This is based upon comparable projects we have completed similarly around this time but is likely to change dependant on any special requirements and product selection.

We always suggest an initial visit to our showroom is helpful both to the client as well as to ourselves. Photos and/or rough floor plans provided by the client can always be extremely helpful.

If a client can provide a budget of costs, this will allow us to guide the customer towards appropriate product brochures and allow us to assist in selecting products.

After an initial consultation in our showroom, our design team will arrange a brief home visit to take room measurements, including locations of soil stacks, isolation valves and anything else worth noting.

### Design and Planning

An initial designer's fee of £500 incl VAT is chargeable for a design consultation. This can include a detailed product quotation and labour specification, a home visit from one of our fitting technicians and illustrative CAD drawings. Only once the fee has been paid will a position be secured on our fitting schedule. The fee is non-refundable but is deducted from the final invoice.

We reserve the right to apply additional designer fees at our discretion based upon the invested time put into sourcing products for a client's specification, i.e beyond a reasonable length of time.

We hold no responsibility or liability for issues with outside suppliers including delays in delivery, lost or missing products, faults and damages, returns and registering of warranties. Clients will need to deal directly with what we consider external suppliers for any arising issues.

### Quotations

All labour quotations are valid for a maximum period of eight weeks from the date it was issued. Should the agreed start date of installation exceed the eight-week quotation period, we reserve the right to increase quotations to fall in line with any associated inflated living costs.

Any subsequent changes or alterations etc to our original estimate must be agreed and noted before such changes are put into place. We will notify the customer by email of these agreed changes to the specification and an acknowledgement will be required.

We reserve the right to amend prices as required with the ruling at date of payment. Whilst every effort is made to ensure accuracy, manufacturer increases, or surcharges will be passed on to the customer directly.

Should a customer decide to adapt a quotation once agreed upon and intend to make alterations to a schedule of works, or to make changes to products i.e purchasing outside of Trueloves, we

reserve the right to deny any previously honoured costs and a new quotation will be prepared.

Where Trueloves have directed clients to a reputable Trueloves supplier, they are not permitted to purchase products directly through the supplier unless previously agreed with us.

### **Products**

All products are to order, and nothing is stocked in our showroom.

It is the responsibility of the client to check the product quotation thoroughly before orders are placed.

Payment for products is taken in full prior to placing orders.

Full refunds may not be given once payment has been processed and any unwanted goods ordered which have a re-stocking charge will be passed onto the customer. Returns for unwanted items must be in their original sealed packaging and in good condition for resale. They must also be returned to Trueloves for the supplier to collect.

Any damaged or faulty items should be reported and returned to us in their original packaging within 48hrs of collection/delivery.

Any items reported as damaged or faulty will be returned to the manufacturer for testing. Where the manufacturer agrees that the item is damaged or faulty, a replacement will be supplied with no extra cost to the customer. In the event there is no product fault found, the item will be returned to the client and no replacement or refund will be given.

Goods ordered for customer collection should be collected within 5 days from date of delivery and customers should note that suppliers may have restrictions on return dates/ reporting issues such as damages.

Tiles are always ordered with an extra allowance for cuts and breakages and any tiles surplus to what was used are not returnable.

Where a product is not supplied directly by Trueloves, such as paint, tiles, or flooring, we may offer assistance on quantities required, however will accept no liability for batch issues, inadequate quantities or collection of such items. The

customer will be solely responsible for the arrangement of and dealing with these products/ materials and should ensure things have been collected, checked and are correct ahead of works starting. Should an error arise whereby an item is wrong, we reserve the right to apply a charge for loss of earnings if the fitter cannot continue to work and must pull off site for a period.

A cancellation of an order may be granted on a case-by-case basis at our discretion, and this may incur up to a 50% handling fee if payment has been processed and goods ordered.

Where our own fitters will be guaranteed against faulty and damaged products, the same assurances cannot be given to supply only customers. We therefore recommend that clients inspect packaging of how products are received as well as taking photos in the event of a third-party installer damaging something during the installation period. On these occasions a product would not be replaceable free of charge by the supplier.

### **Bespoke**

Any made to measure, or bespoke orders will be non-returnable in all circumstances, except for any manufacturer defects where a repair/ replacement will be arranged free of charge.

Where items are made to order, manufacturing lead times may be longer than usual and will need to coincide with our installation schedule.

### **Manufacturer Warranties**

Information on and registering of any product guarantees are available on the manufacturer's websites, where any guarantee periods will also be displayed. It is the responsibility of the customer to register their own guarantees within (if any) set timeframe given by the manufacturer. We also suggest that care and cleaning guides are followed to ensure longevity of products.

Where products come with a warranty and an item fails within its warranty period, our fitting service is excluded and a call out charge of £85 + VAT per hour may be applicable, depending on the issue and length of time from install.

### **Installation**

Once committed to our works schedule, clients must inform us with a minimum of two weeks'

notice should they wish to delay works starting. We understand that situations can arise at the last minute and where we will endeavour to accommodate amendments to our diary, we reserve the right to cover loss of earnings for our fitters should we be unable to provide them with alternative work.

All work completed by Trueloves will be fully guaranteed for a period of 12 months, with the exclusion of product related faults.

We cannot be responsible for any problems arising from installation by a third party, unless a product supplied by Trueloves is proven to be at fault. Clients are reminded to obtain insurance documents and assurances etc from their chosen installer prior to installation.

Trueloves will not install any products purchased outside of Trueloves, unless otherwise agreed and we will not take any responsibility for these items in the event of breakages, replacements etc.

Should a client have a preferred tradesman they wish to use on a project alongside ourselves, we reserve the right to charge additionally for loss of earnings if delays occur and our fitter(s) cannot work in the agreed time quoted for.

Sundries are always estimated within our quotations. Should anything unforeseen arise during install whereby additional material and labour is required, the client accepts the additional costs.

### **Payment**

Our payment structure is broken down into 4 stages.

Payment 1. Initial £500 designer fee which is deducted from the final invoice.

Payment 2. 100% of the product total payable in advance to placing any orders.

Payment 3. 50% of the labour payable 5 days prior to the commencement date for fitting.

Payment 4. The remaining 50% labour (minus the initial £500) payable within 5 days of work completing. We accept a 5% retention being withheld for any minor snagging or return visits which may then be paid within 5 days of the job being fully satisfied.

Our preferred method of payment is via BACs and depending on the value, cash and cheque are also accepted. Card payments are currently not an available source of payment.