



MG Woodwork Edinburgh Ltd. Contract for Services

Introduction

At MG Woodwork Edinburgh Ltd., we take great pride in our craftsmanship and dedication to delivering high-quality bespoke fitted furniture. We also pride ourselves on building a long-lasting rapport with our clients. This contract is designed to protect both clients and MG Woodwork Edinburgh Ltd., ensuring clarity and fairness in all our dealings. All work undertaken under this contract is carried out by MG Woodwork Edinburgh Ltd., a company registered in Scotland under company number SC717298, with its registered office at C/O Melbarry Accountants, 30/5 Hardengreen Industrial Estate, Dalkeith, Midlothian, EH22 3NX.

Definition of "The Client"

For the purposes of this contract, "The Client" is defined strictly as the individual or commercial entity named on the official quote and invoice. If a third party—such as an interior designer, architect, or main contractor—engages MG Woodwork Edinburgh Ltd. and is the named party on the invoice, they assume all contractual responsibilities, liabilities, and payment obligations as "The Client." In such business-to-business (B2B) arrangements, MG Woodwork Edinburgh Ltd. holds no direct contractual relationship or liability to the end property owner.

Official Communication & Variation Orders

1. **Communication Channels:** While we are happy to use informal channels such as WhatsApp, text messages, or phone calls for quick updates, email is our only official channel for contractual and design matters. Any design approvals, material selections, or technical agreements discussed orally or via messaging apps must be explicitly confirmed via email to be considered valid and binding.
 2. **Variation Order Process:** Any proposed change to the agreed design, scope of work, or materials after contract sign-off must be requested in writing via email. MG Woodwork Edinburgh Ltd. will evaluate the request and issue a revised quote or Variation Order. Work on the requested variations will only proceed once the client accepts the revised terms in writing and pays any associated costs.
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Intellectual Property (IP)

All designs, technical drawings, CAD models, specifications, and project documents prepared by MG Woodwork Edinburgh Ltd. remain our exclusive intellectual property. They are provided solely for the execution of the project by MG Woodwork Edinburgh Ltd. and may not be shared with, reproduced by, or transferred to any third party or competing contractor without our prior written consent.



Project Timeline and Payment Terms

- **Quote Validity:** Quotes are valid for the period specified on the quote document itself. A valid quote guarantees that pricing for labour and materials is fixed for that specified duration. Once a quote expires, MG Woodwork Edinburgh Ltd. reserves the right to issue a revised quote to reflect current material and operational costs.
- **Deposits:** A deposit is due upon confirmation of the quote. This deposit becomes strictly non-refundable after the date stated on the deposit invoice. A proposed installation date will be provided by MG Woodwork Edinburgh Ltd. when raising a deposit invoice and secured once the deposit is paid.
- **Multi-Phase Projects:** For projects comprising multiple items, rooms, or phases, the deposit is allocated proportionally across all separate jobs. If the client chooses to cancel a specific phase or job within a larger project, the proportional deposit for that cancelled work is strictly non-refundable. It cannot be rolled over, credited, or applied to the final balance of the completed phases.
- **Progressive Invoicing:** We reserve the right to invoice for completed phases of a multi-part project independently. The final balance for each completed job is due within 5 calendar days of its respective invoice date, regardless of the status of remaining project phases.
- **Snagging and Final Payment:** Upon practical completion of the installation, the project is deemed practically complete and the final invoice will be issued. The presence of minor defects or "snags" (e.g., small paint touch-ups, pending hardware replacements, etc.) does not justify withholding the full final balance. The client may withhold a maximum of 5% of the total invoice value until the agreed snags are rectified, but the remaining 95% must be paid within the 5-calendar-day timeframe.
- **General Payment Terms:** The final balance is due within 5 calendar days of the invoice date. Late payments may incur a charge of 1% compound interest per week on the outstanding amount from the date of the invoice, unless agreed in writing otherwise. Ownership of goods does not pass to the client until full payment is received. We accept bank transfers only. We do not accept cash, cheques, or card payments.
- **Delays & Storage:** Clients will be notified of any potential delays, but no compensation will be provided for delays caused by circumstances beyond MG Woodwork Edinburgh Ltd.'s control. If the agreed installation or delivery date is postponed by the client after work has already commenced or items manufactured, any new date will be subject to our availability. Where completed or partially completed items require storage, a fee of £25 per day will apply until delivery or installation can take place. If items are stored for more than 60 days, we reserve the right to sell or dispose of the goods to recover costs and workshop space.
- **Scope Changes:** Any changes to the scope of work are to be approved in writing four weeks prior to the installation date and may incur additional costs. We welcome minor design revision requests past this date, as long as the product has not been manufactured and bespoke materials have not yet been ordered. Clients must provide the paint colour details (if applicable) four weeks before installation, including brand name, colour name, number, and finish.



Client Responsibilities

1. **Dimensions:** Clients must ensure that all measurements and dimensions provided in their preliminary design brief are accurate. MG Woodwork Edinburgh Ltd. cannot accept liability for issues arising from inaccurate or incomplete information provided by the client regarding room dimensions or layout changes made after our final site survey.
2. **Appliances:** It is the client's sole responsibility to share all appliance specifications (make, model, and dimensions) prior to manufacture. The client must explicitly seek written confirmation from MG Woodwork Edinburgh Ltd. to verify that their chosen appliances are designed to fit within the cabinetry design. We accept no liability for appliances that do not fit if purchased without seeking and receiving this technical confirmation.
3. **Hidden Utilities & Hazards:** Clients must notify MG Woodwork Edinburgh Ltd. of any concealed pipes, cables, or utility lines in the installation area. We accept no liability for damage to hidden utilities that were not explicitly flagged prior to installation. If hazardous materials (e.g., asbestos) or severe structural defects (e.g., damp, crumbling masonry) are discovered, work will cease immediately. The client is strictly responsible for all costs and delays associated with professional remediation.
4. **Raw Material Supply:** To guarantee structural integrity, durability, and finish, we strictly supply all timber, sheet materials, and structural components. We do not accept, machine, or build with client-supplied raw materials.
5. **Client-Supplied Items:** If the client supplies secondary items for us to fit with prior written agreement (e.g. mirrors, handles, appliances), we will take care when installing them. However, we accept no responsibility for their quality, durability, or performance. If they fail, break, or cause installation delays, responsibility remains with the original supplier/manufacturer.
6. **Room Preparation & Dust:** Clients must clear the room where work is to be carried out, as well as the access routes (including all hallways and staircases), of furniture, personal belongings, and any other obstacles before work begins. If the work is in a bedroom and the bed cannot be removed, clients must ensure the bed is cleared and the mattress is removed. We are not responsible for any non-negligent damage to furniture that needs to be moved if the room is not adequately emptied. If we need to move furniture a charge of £50 per hour + VAT will apply (unless otherwise agreed to in advance). While we utilize dust extraction and take reasonable care to protect your property, installing fitted furniture inevitably generates fine dust. We will leave the workspace broom-clean, but professional deep cleaning is not included and remains the client's responsibility.
7. **Making Good and Existing Decor:** While we take the utmost care during installation, manoeuvring and installing large fitted units can occasionally result in minor scuffs to surrounding walls or ceilings. We will caulk the furniture to the walls where appropriate, but any final decorating, plaster touch-ups, or repainting of the surrounding room is the sole responsibility of the client. As a strict practice, we always design and install to avoid cutting into or altering historical skirting boards, ornate cornices, or original plasterwork. However, where such alteration is entirely unavoidable and agreed upon to accommodate the fit, unless explicitly agreed otherwise, we are not responsible for seamlessly removing, restoring, or replicating these existing features.
8. **Electrical Sockets:** Clients must verify the positions of sockets against the agreed design and arrange for their relocation prior to installation (unless otherwise agreed). Any sockets not moved in advance of the work will be safely replaced by blanks at a charge of £50 + VAT per socket. If a qualified electrician is required, this will be organised by MG Woodwork Edinburgh Ltd., and the client will be charged directly by said electrician.
9. **Handles:** Clients are responsible for confirming their handle selections prior to purchase and ensuring that all handles are delivered to the project site at least one week prior to installation. An additional fee may apply if we need to return to the property due to missing or delayed handles.
10. **Neighbours' Consent:** Where any part of the work involves a shared boundary or affects neighbouring properties, it is the sole responsibility of the client to obtain any necessary consent or



approval from neighbours or third parties prior to the commencement of work. We shall proceed on the understanding that such permissions have been secured.

11. **Work Sign-Off:** At least one client must be available to inspect and sign-off work upon completion. Clients must communicate their availability for sign-off in writing. If no response is received to the sign-off request within two days, the work will be deemed accepted, and no further modifications will be made unless otherwise agreed in writing. Where there are multiple clients, sign-off by any one client will be considered final and binding on behalf of all parties. Defects emerging after sign-off should be managed as per the 'Disputes' section below.

Third-Party Representatives and Interior Designers

To ensure clear communication and avoid conflicting instructions, MG Woodwork Edinburgh Ltd. requires a single primary point of contact for the duration of the project.

12. **Delegation of Authority:** If a client appoints an interior designer, architect, or project manager, the client must confirm in writing if this third party holds final decision-making authority. If delegated, the client grants them full permission to make all design, material, and scheduling decisions. MG Woodwork Edinburgh Ltd. accepts no liability for the outcome of those decisions if the client is subsequently dissatisfied.
13. **Against Recommendations:** If an interior designer or third party insists on a design element, material, or installation method that MG Woodwork Edinburgh Ltd. explicitly advises against, the client assumes all resulting liability. Any required modifications, structural fixes, or remakes will be fully chargeable to the client.
14. **Contract Awareness:** The client is strictly responsible for sharing these Terms and Conditions with their appointed interior designer or representative and ensuring their full compliance with our processes, timelines, and technical requirements.

Assistance with Design Understanding

Clients are encouraged to request an additional free-of-charge visit or video call if they have difficulty understanding designs, measurements, or technical details, or if they would like any aspect of the proposed work explained further.

Product Variations & Climate Tolerance

Our products are handcrafted to meet the specific requirements of your space. Due to the nature of fitting units into rooms that may not be perfectly square or level, slight measurement variations may occur. These are considered reasonable and do not impact the functionality or overall quality of the final installation. Colour variations in natural materials (e.g. wood grain) are also to be expected. Wood is a natural material that responds to temperature and humidity. We are not liable for natural wood movement, shrinking, or warping caused by excessive room heating, dampness, or lack of climate control.

Access to Property and Parking Vouchers

Clients must provide access to the property between 08:30 and 17:30 and will be advised of an accurate ETA on the day. Clients must organise parking vouchers if required. An admin fee of £30 per day will be added if these are not provided, and hourly parking charges will be claimed back on the final invoice.



Paint (If Applicable)

- Paint used by MG Woodwork Edinburgh Ltd. is water-based, colour matched to 95% accuracy or better (as stated by the paint suppliers) and has a dead-flat matt or satin finish (to be selected by the client in writing).
- Colour-matching may look different under varying lighting conditions. It is the client's responsibility to ensure that the colour selected is suitable for the space and its lighting.
- Clients must ensure that painted surfaces are kept clean and dry and use non-abrasive cleaning products to maintain the finish.

Warranty

MG Woodwork Edinburgh Ltd. provides a 1-year warranty on the structural integrity of the cabinetry manufactured in-house. Additionally, the following components supplied and installed are covered under warranty for the period of 2 years from installation date:

- Hinges, drawer runners, pull-down clothes rails, stays, soft-close mechanisms, adjustable shelf supports, and sliding door tracks.

Beyond this period, clients can liaise with suppliers directly to enquire whether an extended warranty applies as many of our suppliers offer a dry supply lifetime warranty.

Any items, materials, fixtures, or fittings not specifically listed above are not covered by this warranty. Warranty claims do not extend the original warranty period.

Claims

The warranty does not cover damage due to misuse, abuse, wear and tear, environmental damage, unauthorised repairs, accidental damage, improper maintenance, acts of nature, negligence, or third-party products. Any repairs required due to these factors will be subject to an additional charge. To initiate a claim, clients must contact us via email, including a detailed description and photos of the affected areas. Upon confirmation of coverage, repairs or replacements will be arranged.

Dispute Resolution

Any dispute, controversy, or claim arising out of or relating to this contract must be raised in writing by either party within 30 days of the event giving rise to the dispute. All official communications regarding dispute resolution must be made via email.

Insurance

MG Woodwork Edinburgh Ltd. provides public liability coverage for the duration of the project. Clients can enquire to see our insurance policy for further details. This insurance covers accidental damage to property or injury to persons caused by our work.



Cancellations, Rescheduling, and Loss of Earnings

We understand that life can be unpredictable, and we always strive to be as accommodating as possible. However, because our furniture is entirely bespoke, we reserve exclusive workshop blocks and installation dates specifically for your project. Short-notice cancellations leave gaps in our schedule that cannot easily be filled, resulting in a direct financial loss for our small business. To protect our operational scheduling, the following tiered policy applies:

- **Over 28 Days Notice:** The contract may be cancelled. The non-refundable deposit is retained to cover our initial consultations, administrative setup, design hours (£45 per hour + VAT), and workshop reservation costs.
- **14 to 28 Days Notice:** The client will forfeit the deposit and is additionally liable for the cost of any bespoke materials already ordered, plus 25% of the remaining project balance to partially cover lost workshop capacity.
- **Under 14 Days Notice:** Cancellations within 14 days of the scheduled start date result in the client being liable for 75% of the total project cost.
- **Rescheduling:** Requests to postpone or reschedule an installation must be made at least 21 days in advance and are strictly subject to our approval and operational availability. If approved, we will roll your deposit over to a new date within 90 days, subject to a £100 administrative rescheduling fee. We reserve the right to treat any rescheduling request made with less than 21 days' notice as a short-notice cancellation, which will be subject to the cancellation fees outlined above.
- **Phased Projects:** Acceptance or completion of one phase of a multi-part project is independent of subsequent phases. Subjective dissatisfaction with a completed phase—provided the work meets the agreed design specifications—does not constitute grounds for the penalty-free cancellation of remaining phases.

Either party may terminate this contract by providing written notice. MG Woodwork Edinburgh Ltd. reserves the right to suspend or terminate services if the client fails to comply with payment terms or other material obligations. If we cancel the project due to circumstances beyond the client's control (and not due to client breach of contract), any deposit paid for uncompleted work will be refunded.

Force Majeure

MG Woodwork Edinburgh Ltd. shall not be liable for any failure or delay in performing its obligations under this contract due to circumstances beyond its reasonable control, including acts of God, war, terrorism, strikes, pandemics, and similar events.

Data Protection

MG Woodwork Edinburgh Ltd. will process and store any personal data provided by clients in accordance with applicable data protection laws, including the UK GDPR, and solely for the purposes of fulfilling this contract and related communications.

Photography and Social Media

Unless otherwise agreed in writing, we reserve the right to take photographs and videos of the work installed. These may be used on our official website, social media platforms, portfolio, or other business materials. MG Woodwork Edinburgh Ltd. retains all rights and ownership of these images and videos.



Agreement

If any provision of this contract is held to be invalid, illegal, or unenforceable by a court of law, the remaining provisions shall remain in full force and effect.

By accepting this quote or paying the deposit, the client acknowledges and agrees to all terms and conditions outlined herein. Clients are advised to print or save a copy of these Terms and Conditions for their records. This document was last updated on 11/09/2026.