

Dovecote Furnishings – General Terms and Conditions

This contract exists between Dovecote Furnishings and the Client.

1. We endeavour to deliver items forming part of this contract at the specified time, our obligation however, is to deliver on time providing that the materials to complete the work are available at the time the work is to be undertaken. We will keep the client informed of supply problems, or other factors, which can affect delivery times.
2. To avoid confusion, telephone orders will not be accepted. Any changes or additional instructions must be confirmed in writing and a price agreed before the work can proceed.
3. Any problems with an order must be brought to our attention within seven days of receipt of the order. Thereafter charges will be made for any corrections.
4. We do our best to advise customers of the suitability of fabrics, whether supplied by us or not, however we can only take responsibility for materials which are supplied by us. Fabric supplied by the Client is at their own risk. Shortage and faults in fabrics supplied by the Client is the Clients responsibility.
5. Carriage and delivery are included in the quote, free within RG21, RG22, RG23 and RG24, and charged at £50 for up to 20 miles from RG24.
6. We cannot be held responsible for fabric flaws.
7. Where printed and woven fabrics will not pattern match, we will inform you for further instructions.
8. We cannot be held responsible for the present or future behaviour of the treatment/fabrics/trims, such as wearing and deterioration, stretching, shrinking, staining, cleanability, fading or damage to person or property, where the consumer has acted against ours or the manufacturers/retailers instructions i.e. washing instructions, steaming etc.
9. We will not be responsible for charges if you have another company make corrections.
10. Charges will be made for any corrections which are not our fault.
11. Complaints will be dealt with as quickly as possible, and resolution of the same will be our prime objective. Complaints which cannot be resolved through us may be referred to The Association of Master Upholsterers and Soft Furnishers, who will arbitrate and suggest a course of action, which is acceptable to both parties. The Association may charge a fee for this service.
12. Payment terms: A 50% non-refundable payment is required for us to accept an order. In the event of any cancellation by you or failure to pay the balance, this deposit is nonrefundable. The balance is due in full prior to delivery. Interest on overdue accounts will be charged at 1% per month or part thereof. Prices quoted stand for 14 days.
13. Products are made to your individual requirements and, as such, are neither returnable nor refundable after delivery if you change your mind.
14. For us to fulfil your order accurately the following information must be given with an order:
 - a. Complete finished measurements, including drawings and any special instructions
 - b. Fabric information
15. In the event you supply your own measurements these will be accepted on the understanding they are in writing and specify the exact finished size required. Any costs due to errors that arise because of incorrect measurements being supplied must be borne by you.
16. Note that fittings are not included in any estimates. We are not liable for any faults or issues that arise from such fittings.

17. Normal delivery estimates for completed work are 4-6 weeks. We cannot guarantee any completion date until all components for a job have been received. We cannot be held responsible for delays caused by circumstances beyond our control.
18. All roman blinds will be supplied with the appropriate breakaway devices.
19. Over-locking will be carried out where cushion covers are removeable or where the nature of the fabric determines that over-locking may prevent fraying.
20. All furnishings will adhere to The Furniture and Furnishings (Fire)(Safety) Regulations 1988.
21. All goods remain the property of Dovecote Furnishings until such time as the buyer makes payment in full for said goods supplied under this contract.
22. Photos may be taken of your project during the making process and upon completion to be used for advertising on social media, our website or other marketing materials. We will also ask for feedback once the project is completed and delivered. Please let us know in writing if you do not want pictures or your review to be used for marketing purposes, or if you prefer it to be anonymous.
23. Nothing contained within these terms and conditions affects your statutory rights under the Consumer Rights Act 2015.
24. A payment of 50% will form acceptance of the terms and conditions above.