

TERMS & CONDITIONS

1. INTERPRETATION

“Company” means the supplier of the Goods; “Buyer” means the purchaser; “Goods” means all custom-made furniture supplied. These Conditions apply exclusively unless agreed otherwise in writing.

2. QUOTATIONS & ORDERS

Quotations valid 30 days. Orders confirmed in writing. Goods are made to order and cannot be cancelled once production starts. Buyer responsible for final specifications.

3. LEAD TIMES & DELIVERY

Lead time 8–12 weeks from deposit and final specs. Delivery dates are estimates only. Risk passes on delivery or collection.

4. RETURNS, CHANGES & CANCELLATION

No returns accepted for custom-made Goods. Changes may affect cost/lead time. Cancellation after production begins requires full payment.

5. PRICES & PAYMENT TERMS

50% non-refundable deposit; 50% balance before delivery. Goods released only after full payment. Late payments may incur statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998.

6. QUALITY & DEFECTS

Goods will match specification. Natural variations are not defects. Buyer must report issues within 48 hours. Liability limited to repair or replacement.

7. TITLE

Title passes only after full payment. Buyer must insure Goods until then.

8. LIABILITY

No liability for indirect or consequential loss. Liability capped at contract value. Nothing limits liability for death/personal injury caused by negligence.

9. FORCE MAJEURE

Company not liable for delays beyond reasonable control; delivery dates may extend.

10. INTELLECTUAL PROPERTY

Designs remain Company IP unless agreed otherwise.

11. TERMINATION

Company may suspend or terminate for non-payment or material breach.

12. COMMUNICATION

Notices must be in writing. Email notices deemed received when acknowledged; postal after two business days.

13. GOVERNING LAW

Governed by laws of England and Wales; courts of England & Wales have exclusive jurisdiction.