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# TERMS AND CONDITIONS

## GENERAL

Initial consultations will be free of charge and will be held under a no-obligation basis. Any additional consultations required may incur a small charge. These will be refunded against the final invoice.

A written estimate for the service required will be provided after the initial consultation. If the customer wishes to proceed further, then the customer will be required to sign and return the estimate in the space provided. In doing so they will accept these terms and conditions. This will form an agreement between the Client and MGR Soft Furnishings. You should only sign the agreement if you wish to be bound by it.

A non-returnable deposit may be required. If so, this will be specified in the estimate and will be required with the customer's written acceptance. MGR Soft Furnishing will proceed with the service requested only after the written acceptance and deposit have been received.

All quotes will be valid for 3 months from the date of issue unless otherwise advised.

If the customer wishes to proceed with contracting the work to MGR Soft Furnishings, an assessment of the interior/window will be necessary, and this may include careful measurements that are required for the work to proceed. The customer should ensure that the areas to be assessed are clear of items that may prevent these measurements being taken.

All payments to MGR Soft Furnishings should be made in cash, cheque, or Bacs payment. All cheques should be made payable to M Goldson-Roberts. Work will not start until any deposit required is received as cleared funds.

## SOFT FURNISHINGS

The estimate or quotation will usually indicate estimated delivery times (subject to receipt of deposit, clearance of funds and availability of materials). The Client should understand that acceptance of the estimate or quotation also means that the delivery timescale is accepted.

If the Client is not willing to accept a quoted delivery timescale, then the Client should not accept the estimate or quotation entire. MGR Soft Furnishings will always endeavour to quote reasonable timescales that should suit the Client.

A non-returnable deposit will be required equalling that of the cost of the materials to be purchased for the work. Unless such a deposit is received, the work cannot proceed. Clearance of funds will be required before any purchases are made. Work will proceed as agreed once the funds are cleared.

If the Client provides the required measurements, then all items subsequently made will be done so in accordance with them MGR Soft Furnishings can take no responsibility for any mistakes arising from inaccurate measuring by the Client. Such errors may be rectified but will thus be at an additional cost to the customer.

MGR Soft Furnishings cannot be held responsible for any materials going out of stock between quotation acceptance and materials purchase. Any monies received with respect to such an order will be refunded.

The Client will be notified when the items have been completed and this will be deemed as the COMPLETION DATE. Finished goods will be delivered at an agreed time with the Client within fourteen days of this completion date.

**The balance of payment will be due on the day of delivery (unless another agreement is arranged).** At this point, the Client will be required to check the goods, and sign an acceptance form. The property and ownership of the goods does not pass to the buyer until paid for in full.

## **FABRICS & CARE**

Where the customer supplies the fabric MGR Soft Furnishings cannot be responsible for flaws, faults or inconsistency of pattern. Where possible MGR Soft Furnishings will work around such problems but extra work or fabric required to do so will be paid for by the customer. Fabrics should be clearly marked with the right/wrong side and pattern direction.

There may be a surcharge where many small pieces are supplied from which to make an item. All fabrics chosen should be handled with care. Advice for their suitability for washing / dry cleaning can be sought from the fabric supplier. However, when a combination of fabrics has been used (for example where lined curtains have been made, or where trimmings have been applied) rates of shrinkage between fabrics may differ causing the item in question to be pulled out of shape. MGR Soft Furnishings suggests that ALL fabrics be treated as **dry clean only** unless otherwise stated and can take no responsibility for any damage occurring to items due to cleaning in the wrong manner. In cases where interlining has been used, even dry cleaning may not be possible, and it is recommended that cleaning is done by means of gentle vacuuming.

MGR Soft Furnishings will endeavour to match the correct fabric with the customer's requirements and assess its suitability for the environment in which it will be placed. MGR Soft Furnishings can take no responsibility for fabric behaviour once within its intended destination. Any shrinkage due to high humidity, improper cleaning, or any other reason, or damage or mis-shaping arising from mishandling or other improper use will not be the fault of MGR Soft Furnishings.

## **FIXTURES AND FITTINGS FOR WINDOW TREATMENTS**

MGR Soft Furnishings can advise on fixtures and fittings. MGR Soft Furnishings can take no responsibility for any damage to property during or after the attachment of such fixtures or fittings by the customer or customer's representative.

Roman/roller blinds will be supplied with safety bead chain /cord boxes. Should you, the Client, refuse the fitting of safety boxes during installation or remove safety boxes once fitters leave the clients premises, MGR Soft Furnishings takes no responsibility for injury or death as a result.

Although MGR Soft Furnishings may be able to advise, ultimately, it's client's responsibility to ensure safe fixings and safe conditions for MGR Soft Furnishings when on the premises installing window dressings.

If the client wishes to change curtain poles / tracks or other such fittings after precise measurements have been taken by MGR Soft Furnishings, then the customer **MUST** inform MGR Soft Furnishings of such a change in writing, and new measurements will need to be taken by MGR Soft Furnishings. If any change in dimensions results in extra work being required to ensure the window treatment(s) fit, then a charge will be incurred based upon the current hourly rate. The customer will be advised of this prior to proceeding with any rectification and will agree in writing to the additional work and charges.

If the customer provides the required measurements, then all items subsequently made will be done so in accordance with them. MGR Soft Furnishings can take no responsibility for any mistakes arising from inaccurate or incorrect measuring by the customer. Such errors may be rectified where possible, but this will be at additional cost to the customer.

MGR Soft Furnishings can sometimes suggest third party suppliers and trades people direct to the customer. However, the customer will form their own relationship with any third party and be responsible for managing these relationships, including ensuring that they carry adequate insurance provision and responsibility for financial settlements directly with the third party.