

WHO WE ARE?

We (Holmewood interiors LTD) are a company registered in England and Wales under registration number 10617089

1. THESE TERMS

These terms apply to all contractual agreements made between us and you, the customer. It is your responsibility to ensure you have read these as they contain important information. Any order placed with us is subject to these terms and conditions. These terms are standard and non-negotiable.

2. QUOTATION AND PAYMENTS

- i. This quotation will be valid for 28 days. To accept this quotation, we require a non-refundable *10% deposit. (*unless otherwise agreed)
- ii. Please make your payments by bacs, our bank details are as follows: sort code 60/11/17 a/c 19771460 (please use your surname as a reference) Alternatively, please make any cheques payable to "Holmewood Interiors Ltd". Please note that credit card payments (not debit card) are only accepted on the payment of 10% deposit.
- iii. Once your quotation has been accepted, a technical survey will be booked, following the survey a further 40% payment will be requested. If there are any changes requested on survey, the final price will be altered accordingly. The next 40% will be due on delivery of goods and the final 10% is payable on completion of the job.
- iv. Failure to make payments at stipulated times, may result in your goods being delayed.
- v. All materials supplied remain property of Holmewood Interiors Ltd until final balance has been paid.

3. DESIGN AND IMAGE SOFTWARE

- i. Design images are supplied for illustration purposes only and our team will endeavour to depict as near as possible.
- ii. Colours and materials may vary to samples.
- iii. Customers will be advised to look at samples in their own home due to light differences.

4. DELIVERY AND RETURNS.

- i. All goods will be delivered to the address provided.
- ii. Delays in delivery, due to events beyond our control will be communicated and monitored by us.
- iii. Delivery is a one-man delivery service, unless otherwise stated.
- iv. Stone and acrylic worktops that need templating, take 7-10 working days to fabricate before they can be fitted.
- v. Glass and mirror splashbacks can only be measured or templated once the kitchen has been fitted including worktops and wall units. The splashbacks then take up to 10-15 working days to fabricate.
- vi. Goods which are accepted and no longer required, may be liable to a restocking and service charge.
- vii. Returned items can only be returned in their original packaging.
- viii. Bespoke, made to measure items, cannot be returned or refunded.

5. PREPARING YOUR ROOM AND INSTALLATION

- i. Any electrical work apart from connecting appliances to suitable power points is not included in the fitting cost. All electrics are subject to survey by a certified electrician.
- ii. Connection of the sink and tap will be done by the fitter providing the services are in the correct position. Any rerouting of hot, cold, or waste pipes will incur additional charge.
- iii. Plastering, flooring, painting, or decorating are not included in the fitting price, and all are subject to survey from the appropriate trades.
- iv. Gas connection must be carried out by a gas safe registered plumber. This is only included if shown on the quote.
- v. It is your responsibility if using other trades to ensure the room is ready for installation.
- vi. Angled doors for bedrooms, are measured once the internal areas are complete, to ensure precise sizing.

6. SUPPLY ONLY ORDERS

- i. Please note that all doors are supplied undrilled, to be drilled by your fitter, unless otherwise agreed with the designer and updated in your quotation.
- ii. For supply only orders, we ask for 10% deposit, 40% payment on survey and the final 50% payment on delivery
- iii. Damages or faulty items must be reported within 7 days of delivery.
- iv. Your fitter must be present for the technical survey.

7. PRODUCT

- i. It is your responsibility to check the colours, finishes and products are as requested.
- ii. Any changes once products are ordered may be liable to a charge.
- iii. A change of tap can result in different flow rates.

8. EVENTS BEYOND OUR CONTROL

- i. We must be notified 4 weeks before delivery, if, your schedules are delayed.
- ii. We reserve the right to charge for storage and related expenses if goods cannot be accepted at the agreed time.
- iii. In the event of supplier/3rd party delays, we will contact you with suggestions for alternative items of a similar quality and price where applicable.

9. WARRANTIES

- i. Furniture is guaranteed according to the manufacturer's terms and **excludes** water and accidental damage and general wear and tear.
- ii. Appliances must be registered by yourself with the manufacturer. Details can be found in your appliance instruction manual.
- iii. Worktop guarantees vary according to manufacturer.