

General Terms and Conditions of Trade

- 1.** The party placing the order (“the Customer”) expressly acknowledges that the following terms and conditions shall apply to the contract between the Supplier and the Customer to the exclusion of any other terms with the oral or contained in any communication from the Customer to the Supplier or otherwise. No variation of this terms shall be effective unless the same is in writing and signed by or on behalf of the Supplier.
- 2.** The final date of delivery, within the period of delivery specified in the order, shall be agreed upon in advance. Time for delivery shall not be of the essence. If it has been agreed that delivery shall be “on call” the request by the Customer for delivery shall be placed with the Supplier not less than 2 weeks before the date of delivery desired by the Customer.
- 3.** Request for such final dates to be changed shall only be valid if at least 48 hours’ notice shall be given by the Customer to the Supplier. Only one postponement of a delivery appointment shall be permitted, and no postponement shall be to a date more than one month after the original date. The Customer may be liable for the cost of delivery of any abortive journeys on agreed dates
- 4.** If within 8 weeks of the final date of delivery, the Customer fails to provide the Supplier with access to their premises, for the purpose of executing the order, the Supplier shall be entitled to fix the final time and date on which the Customer needs to give access and if access is not provided at such time, then the Supplier may refuse performance of the contract and claim damages.
- 5.** If due to the Suppliers fault, the Supplier fails to execute the order within the agreed period on such final date as maybe pursuant to paragraph 4, the Customer may make time of the essence and require performance of the contract within a set time, in default of which the Customer shall be entitled to withdraw from the contract by notice in writing an address to the Supplier.
- 6.** Supplier shall not be responsible for any indirect or consequential loss or damage howsoever arising out of any delivery.
- 7.** Defects must be notified in writing as soon as possible after they have been discovered.
- 8.** Except in so far as the same shall arise from the gross negligence of the Supplier or it's servants or agents any claim for damages by the Customer in respect of failure to perform the contract or improper or inadequate performance thereof shall be limited to the value of the order on delivery.
- 9.** Payments including any applicable value added tax shall be made 2 weeks before delivery without any deduction.

- 10.** The products to be installed remain the property of the Supplier until payment has been received in full.
- 11.** All appliances, sink, taps and worktops carry manufacturer's standard warranty.
- 12.** All cabinets, doors and drawer fronts are Guaranteed for 5 years from installation subject to these terms and conditions.
- 13.** Doors, drawer fronts and other laminated products should be cleaned only with damn soapy cloth applying the minimum amount of moisture to the door as possible. The Customer should never use any cleaning chemicals on the surface. Doors situated below sink or covering a dishwasher / washing machine are not warrantied if the damage is caused by excessive water contact. Doors and drawer fronts placed near to heat sources such as ovens, radiators, grills, boiling kettles, etc. are not warrantied unless protected by suitable heat strips.
- 14.** The warranty on products parts and appliances are for repair or replacement only and if the manufacture has discontinued the original specification the nearest possible alternative will be provided.
- 15.** The Supplier shall supply goods that a saleable quality, fit for purpose and match the description of the goods you have ordered.
- 16.** The goods supplied to you, the Customer, have been tailored to your specific order and made according to your specifications, as a result you do not have the right to cancel under the Consumer contractor Regulation 2013.
- 17.** A customer has an early right to reject goods that are unsatisfactory quality, unfit for purpose or not as described, and get a full refund from the retailer. This right is limited to 30 days from the date the customer took ownership of the goods and the customer does not need to pay postage costs for the return of the faulty item.