

The Wirral Craftsman

Terms and conditions

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Definitions

“The Customer” or “You” means the person agreeing to this agreement.

“The Company”, “Us” or “We” means The Wirral Craftsman.

“Goods” means the furniture items specified in the approved quotation.

“Site” means the place where the goods are to be fitted.

“Installation” means the assembly and fitting of goods on site to the agreed specification.

“Fitter(s)” means the person(s) fitting the goods.

The Contract

These terms and conditions form a legally binding agreement between you (the customer) and The Wirral Craftsman whose address is 8 Riley Close, Royal Oak Estate, Daventry, Northamptonshire, NN11 8QT.

The company may change these terms and conditions upon giving reasonable notice of such changes, in writing to and in agreement with, the customer.

This agreement (and any agreed upon details of any surveys, plans, drawing and quotations) constitutes the entire agreement between the two parties. It is the customer’s responsibility to ensure that all details are correct.

The contract will only start when you have agreed to proceed either verbally or in writing, and a deposit of 25% of the order value has been paid by you in accordance with the contract.

Any quotation we is valid for a period of 30 days from the date of the quotation, unless we provide written notice that the contract is withdrawn.

We reserve the right to increase the quotation if required after that period.

Quotations are based upon the costs of materials, labour, overheads, transport and taxes at the date of the quotation.

The final price may vary from the initial quote if design modifications are required or additional works are requested either verbally or in writing. You will be notified in writing of any such revisions.

Once we have received your 25% deposit, we will schedule your installation date and advise it in writing.

It remains the customers responsibility to check that the specifications and dimensions given in the final design after the survey are suitable to meet your requirements.

All drawings and paperwork remain the intellectual property of The Wirral Craftsman.

The price payable will be inclusive of Vat where applicable.

Payment Terms

Payment terms are as follows;

An initial 25% of the total price is due upon accepting the quote.

A further of the total price is due when the company advise that wea re ordering materials.

The remaining 25% of the total price is due upon practical completion of the installation.

Invoices will be sent via email unless otherwise agreed in writing.

Payment should be made by bank transfer.

Payment terms are on receipt of invoice. If no payment has been received within 3 days of submission we will call you to request prompt payment.

Dates and Times

Once you accept the quotation, we will then arrange an installation date. Because the exact duration of other installations cannot always be predicted, sometimes you will be given approximate dates, to be confirmed nearer the time.

Installation dates will be agreed with you no less than 5 working days in advance of the start of the installation.

It remains the customers responsibility to be clear about other commitments including holidays etc in the weeks either side of the provisional date.

Our normal working hours for an installation are between 8.00am – 6.00pm but may vary depending on location and supply chain.

Installations may be completed over several days if required, depending on the nature and size of the project.

You should inform us in advance, with as much notice as possible, if you are no longer available on the agreed start date of the installation.

Occasionally, due to factors outside of our control, such as sickness, adverse weather conditions or delays in the supply chain, a confirmed date may have to change or installation days may not remain consecutive. We will always inform you in advance if this is the case, providing as much notice as is practically possible.

Materials and Products

As goods are bespoke and manufactured to order the goods cannot be returned or a refund made for any reason other than if the goods are defective. The goods should be inspected by the customer, if possible, immediately on arrival.

In the event that a product or material has failed due to a manufacturing fault, we will contact the manufacturer to rectify the fault.

We will notify the customer as soon as possible if parts are delayed, or damaged and if this will affect the installations dates.

The customer will also be contacted if there are any problems with the materials during installation.

Access and Installation

The installation process will normally take between 1-5 working days and we will complete the installation as soon as we reasonably can.

We will try to fulfil our obligations under this contract within a reasonable time. However, any installation or completion date we give is a guide only and is based upon information given by you and other information known to us at the time. We cannot be held liable for delay or failure to complete the works caused by events beyond our reasonable control, in those cases we will complete the work as soon as reasonably possible.

Whilst we pride ourselves on our clean and efficient working practices, we do need you to allow us sufficient access to the site and to prepare the workspace for the installation. Once you commit to an installation date you agree to:

Ensure that that we have access to the site at reasonable times (between 8:00am and 6:00pm on weekdays) or otherwise agreed by you and us.

Advise us on suitable parking and access for our van, with a clear route for transporting goods from our van to the site.

If you have a driveway please have it ready for when we arrive on site. You must also ensure that all paths, driveways and passageways we will use on site are kept completely free from any and all obstructions.

Inform your neighbours in advance if noise or restricted access related to the work is likely to be an issue.

Wherever possible cutting will be done in the room (with dust sheets down and appropriate extraction connected to power tools, and a final Hoover to leave the room at least as clean as we found it).

Inform us of the location of any electrical cables and pipes before fitting. We will not be liable for any costs incurred for repairing electrical cables or damaged plumbing when drilling into walls, if we have not been informed of their location prior to the installation, and if it was not caused by our negligence. Please note that cable detectors are not always reliable. We also need to know the location of the stopcock and fuse board.

Ensure that the fitter can use the mains electricity supply from a standard 13A 240V socket free of charge, and that the supply is installed to the usual standards in force at the time.

Let us know where suitable toilet facilities are, and where we can access a sink or tap during the installation.

Provide reasonable access to the room where the goods are to be fitted (ladder access is not acceptable).

Clear the room, and along our route into the room, where the installation is to take place of any breakable or valuable items that may be at risk of damage.

Remove any frames, lampshades and soft furnishings that may get in the way of installation, in the room and along our route into the room where the installation is to take place.

Dismantle or remove existing furniture or fittings in the room and, if necessary, along our route into the room where the installation is to take place.

Clear the floor space required for the installation.

Disconnect and remove TV, audio or media equipment.

If we are required to clear out a room or dismantle any pre-existing furniture in order to complete your installation, this may affect the duration of the installation and in certain circumstances become chargeable.

We will protect your floors/carpets and property as necessary by using dust sheets, self-adhesive removable carpet protectors, and by thoroughly cleaning up at the end of the installation. We will do our best to leave the site in the same condition we found it inside and out.

Please note that sometimes the installation of shelves may cause minor damage to existing paintwork, so you should be prepared for some touch up work after your installation. If redecorating, our advice is to paint the walls prior to our installation but to be prepared for additional touch-up painting afterwards.

Please note it will be your responsibility to reconnect any TV, audio or media cabling post installation were applicable.

Waste Removal

We will remove any offcuts, packaging, or other waste related to our installation, and leave the room clean and tidy when we are finished.

Liability and Rights

We are covered by public liability insurance and a copy of a current valid certificate can be made available on request.

We like to take photographs of

Complaints

On receipt of a complaint the business aims to respond with 5 working days.

Complaints will be accepted either verbally or in writing however under certain circumstances the company reserves the right to request a verbal complaint be followed up in writing prior to a formal response.

Guarantees and Warranties

The Wirral Craftsman guarantees the structural element and workmanship of the product to be free from significant defects for the duration of ownership by the customer subject of the original quotation or contract (The Lifetime Guarantee).

The guarantee excludes faults deemed by the company to have arisen from misuse, wear and tear, accidental damage, alteration, overloading, moisture or property movement.

Ironmongery and other sundry items supplied and installed by the company, including but not limited to; locks, hinges, rails, runners and lighting are subject to the manufacturer's guarantees only and any repair or replacement by the company outside of the manufacturer guarantee period is discretionary and may be chargeable.