

## Terms and Conditions

1. The 25% deposit must be received in full (inc.VAT) with your official order before a site visit is arranged, or a working drawing issued.
2. Any further payment to be made prior to delivery/fitting must be received by the time stated. Any delay will affect the delivery/fitting date.
3. Any revisions:
  - a) Change in specification
  - b) Change in size
  - c) Change in design
  - d) Or any other revision must be accepted by you and stated in writing before we commence manufacture. (See item 6)
4. We will not provide drawings when:
  - a) We only receive approximate sizes
  - b) Or the plans provided do not show working dimensions.
5. We will only provide drawings when:
  - a) You provide us with final site dimensions
  - b) Or our representative has taken final site dimensions.
6. Manufacture will not commence until drawings prepared by us, are returned to us, signed by you, as being correct. The manufacture time will commence from receipt of these signed drawings, not from time of measure or receipt of deposit.
7. Any amendments to our drawing may be subject to a revised price. This will need to be accepted and confirmed to us in writing by you.
8. We do not have design liability insurance, all design requirements are to be carried out by others. We will prepare working drawings based on approved designs, and if necessary calculations.
9. We have PEFC chain of custody for sustainability of certain timbers. This must be requested at the time of quoting, it is not permissible to have it retrospectively.
10. The Company reserves the right to sub-contract all or any parts of the Contract for the manufacture, supply, installation and/or finishing of the Goods. Where a subcontractor is engaged by the Company to fulfil the Contract, or part thereof, the Customer hereby agrees not to enter any Contract of any description, directly or indirectly with that subcontractor or any persons employed, directly or indirectly by that subcontractor.
11. Timber Goods are natural products and as such, variations in colour and appearance are standard. Some timber may exhibit sound knots and/or natural marks such as medullary Rays which are acceptable. The Customer should note that all timber Goods will undergo significant colour changes when a finish is applied, and the Customer's choice of finishing product will determine the outcome.
12. When exposed to changes in temperature or humidity, Timber Goods may be subject to expansion or contraction which occasionally cause movement, gapping, or cracking. This is perfectly normal, and the Company will not be liable for any such movements, nor for any damage or movements caused by subsidence on site or by exposure to excessive heat, cold, damp, humidity, or flooding either in situ or storage.
13. We use laminated and/or engineered timber for various components which is made up of smaller sections and lengths of timber laminated together.
14. Curved stringers will be made up from laminated sections of plywood and finished with a veneer according to specification.
15. Curved handrails may show colour variations on each section.
16. We do not accept liability for any consequential loss of profit or indirect losses. You should therefore not book the installation of the goods until you have received them and inspected them.
17. In accepting our quotation, you are accepting the above terms and conditions.