

CREATIVE JOINERY (Chorley) Ltd-TRADING CONDITIONS

You are invited to read the details of our trading terms and conditions. These conditions do not affect your statutory rights and are designed to show commitment to our customers.

These products are made to your specification and cannot be used for any other purpose.

1. None of these conditions will affect your statutory or common law rights.
2. Creative Joinery (Chorley) Ltd reserves the right to take photographs of completed work for portfolio and marketing purposes. No personal identifying details will be used.
3. We unconditionally guarantee the product and workmanship for **a period of twelve months** from the date of the installation. (We cannot be held responsible for accidental damage or abuse).
4. Any defects or issues must be reported within 7 days of installation to allow prompt inspection and resolution.
5. **SLIDING DOORS ONLY** - We will retain an interest in the product **for a full five years** from the date of installation. We will revisit your home at any reasonable time within the five-year period. We will replace any defective door running gear, mirror, or sliding door panel, at no customer cost. We will look favourably on any other defects which may be present and promise to repair at material 'trade supply' cost only. **THE GLASS IS CAPABLE OF BEING BROKEN.** The running wheels are guaranteed for a full twelve years.
6. Customer Interference / Third-Party Work - If the customer or any third party attempts repairs, alterations or adjustments to the product without written consent from Creative Joinery (Chorley) Ltd, all guarantees and warranties may be rendered void.
7. You have ordered made to measure doors and furniture which is individual to your design. **Once built it cannot be used for any other purpose and will attract payment in full.**
8. Orders for made-to-measure products cannot be cancelled once manufacture has commenced. Cancellation prior to manufacture may incur charges to cover design time, administration and materials already purchased. Deposits and/or stage payments are non-refundable after manufacturing has commenced.
9. Creative Joinery (Chorley) Ltd will supply and fit the merchandise in accordance with the written estimate and specification at the price quoted.
10. Any changes which you may wish to make in the written design and specification **should be agreed before the contract is secured.** *It is too late after the event.* Once the order has been confirmed, all specifications, measurements and design details are deemed approved by the customer and cannot be altered without additional cost. Any alterations requested after order confirmation may incur additional charges and may affect delivery or installation timescales.
11. Customer Approval of Specification - The customer is responsible for carefully checking the written quotation, design and specification documents prior to confirming the order. Confirmation of the order constitutes acceptance of all details contained therein. Creative Joinery (Chorley) Ltd cannot be held responsible for errors, omissions or misunderstandings not notified in writing before the contract is secured.
12. Product Construction & Manufacturing Tolerances - The product will be built using construction methods which are applicable to good practice within the industry. **If the customer has any specific build specifications, we should be notified in writing prior to manufacture.**
13. Product Design Limitations - The customer acknowledges and accepts that certain design and construction features are necessary for functional and safety reasons, including but not limited to:
 - ventilation gaps above lighting pelmets or top boxes
 - visible joins where material length limits are exceeded

- unfinished rear surfaces on freestanding furniture
- variable panel depths and overhangs
- standard hinge opening angles
- placement or omission of internal screw covers in inaccessible areas

Such features are standard characteristics of bespoke fitted furniture and shall not be considered faults.

14. Measurements & Dimensions - All stated sizes, panel thicknesses and board dimensions are nominal and subject to standard manufacturing tolerances.
15. Supplementary Documents - Any specification sheets, technical information, product guides or aftercare instructions supplied with the quotation form part of the contract documentation where applicable.
16. All products are manufactured using standard industry construction methods and materials. Due to the nature of manufactured boards, laminates and vinyl finishes, minor variations in shade, grain pattern, texture, thickness and finish are unavoidable and are not defects. Material sizes are supplied in standard manufacturer sheet and length sizes, therefore joins may be required and their position will be determined by Creative Joinery (Chorley) Ltd in accordance with good manufacturing practice.
17. Document Priority - In the event of any discrepancy between contract documents, the order of precedence shall be:
- 1) Written quotation and drawings
 - 2) These Terms & Conditions
 - 3) Supplementary specification sheets or guides
18. Usually, the building of a fitted bedroom in your home should be completed within one day. It is however a major construction task which will involve some disturbance. Of necessity, materials will have to be fastened onto existing decorated walls/carpets etc., and some surface reclamation work may be required. Materials and tools will touch other walls and floors in the property, and some surface reclamation work may be required. It is the customers responsibility to install protection to such areas if they wish. Dust sheets are used in the area that we are working in only. Their purpose is to collect dust. They are not waterproof. Shoe coverings, plastic flooring protectors and similar products are strictly prohibited due to health and safety.
19. Reasonable care will be taken whilst employees of Creative Joinery are working in your premises, but minor surface reclamation work as at (9) above is inevitably incurred, and rectification is **NOT the responsibility of this Company.**
20. The customer must ensure clear access to the work area and that the site is ready for installation on the agreed date. Creative Joinery (Chorley) Ltd reserves the right to reschedule or charge reasonable additional costs if access is restricted or the site is not suitably prepared.
21. Electrical work means the fitting of the lighting units/power plugs etc. The wiring of such items is the responsibility of the customers own qualified electrician. Mains electricity is dangerous.
22. Creative Joinery is fully insured for both product and employee liability whilst working in your home. **This Certificate is available for viewing at the Office or Workshop at any reasonable time.**
23. No date for fitting the furniture is agreed. The future provisional fitting date must remain flexible. It is not fixed.
24. Creative Joinery (Chorley) Ltd shall not be liable for delays caused by circumstances beyond our reasonable control including but not limited to supplier delays, material shortages, illness, accidents, adverse weather, transport disruption or other unforeseen events.
25. The goods remain the property of Creative Joinery (Chorley) Ltd until paid for in full. Overdue accounts attract 5% interest per calendar month. Creative Joinery (Chorley) Ltd reserves the right to withhold completion, installation, adjustments or remedial work until all outstanding balances are paid in full.

26. We do not remove or dispose of the customers own bedroom furniture unless stated otherwise in the written quote. Charges may be incurred if the existing furniture is not removed prior to fitting.
27. Specific Product Guarantees - *Accidental damage and misuse are not covered.* PVC edged products – 25 years. Melamine edged products – 25 years. TandemBox drawer runners – 25-year manufacturer guarantee for use within a domestic environment. 1 year guarantee otherwise. MetaBox drawer runners – 25-year manufacturer guarantee for use within a domestic environment. 1 year guarantee otherwise. Vinyl products – 6-year manufacturer guarantee. Handles (HPP, Hafele & Ironmongery Direct) 10 years unless stated otherwise. Hinges – 25 years. Adjustable shelving fittings - 25 years.
28. Creative Joinery (Chorley) Ltd has a strict Employee Protection Policy in place to protect our staff. This includes upholding health and safety, protection from verbal abuse, protection from of physical abuse and protection from sexual abuse whilst in a customer's property. Action will be taken against customers, and the customers contract may be terminated if necessary. If a contract is terminated, any payments made to Creative Joinery (Chorley) LTD are strictly non-refundable.
29. Deposits and Stage Payments - The deposit amount payable shall be determined at the sole discretion of Creative Joinery (Chorley) Ltd and will depend upon the nature, specification and contents of the work to be undertaken. This may require either a deposit, staged payments, or payment in full prior to manufacture and/or installation. The agreed payment structure will always be confirmed in writing within the official quotation and forms part of the contract.

PAYMENT

Most projects require a 50% deposit with order and the remaining balance on completion, unless otherwise stated in the written quotation.

The payment of the deposit secures this contract between the customer and Creative Joinery (Chorley) LTD

on behalf of Creative Joinery (Chorley) Ltd.