

# Victoria Gayle Interiors

## **Terms and Conditions.**

The terms laid out below apply to all work undertaken and manufactured by Victoria Gayle Interiors Ltd. Placement of an order indicates full acceptance of these terms and conditions. Our products are hand crafted therefore a variation from piece to piece is inevitable. This is not a defect and should be deemed as a characteristic of the product.

### **1.Orders**

All orders must be given in writing by the customer and confirmed in writing by Victoria Gayle Interiors Ltd prior to the production of the order. This will avoid any misunderstanding between parties.

We reserve the right to amend any changes to the design should it have any effect on the final design and comfort, to ensure the best and highest quality of the product. We will provide an estimated time taken to complete the bespoke order. The order time will depend on the complexity of the design and materials used. Additional fabric may be required when working with pattern, stripes or checked fabrics to ensure pattern matching.

### **2.Design Specification**

We will work to the design specification on the understanding that the sizes, dimensions and design requirements are correct. It is down to the Designer to ensure that their design specification is correct, and Victoria Gayle Interiors will not take responsibility for the incorrect design specification.

### **3.Quotes**

Quotes are given according to the design of the product, materials used and type of fabrics. The quote given will be valid for 3 months from the date shown. Victoria Gayle Interiors Limited have the right to amend the quote at any given time if other parties' prices, stock and availability change. All customers will be informed of the changes before the revision of the quote.

### **4.Delivery and installation**

All soft furnishing and furniture are checked for any defects before preparing for delivery. Upon delivery it is your responsibility to check the state of the goods. There may be a delivery charge depending the size of the order. The charge for fitting a headboard is £25.00. Any delivery date given is estimated and shall not be legally binding, the time of delivery can change and therefore is not definite. Any changes will be confirmed at the earliest time.

We cannot accept any liability for delays caused by any circumstance beyond our control which may cause delay in deliveries.

### **5.Cancellations**

Cancellations can only be accepted five days after the date of the order. Once Victoria Gayle Interiors Ltd have purchased materials and you are to cancel all or part of the order, you will be charge a percentage of each item cancelled. Cancellation after 7 days will be subject to full loss of deposit to cover costs. If production of bespoke items has started we may seek to recover full costs due. We cannot accept cancellations before, on or after the time of delivery. This includes all soft furnishing, and bespoke furniture. The customer shall be liable to pay all legal cost, production costs, fees, and other cost incurred by Victoria Gayle Interiors Ltd in the recovery of any unpaid invoices.

### **6.Risk and Title**

Goods remain the property of Victoria Gayle Interiors Ltd. until the goods are paid in full. Until you become the owner of the goods you must not sell the goods on or part possession with the goods. The risk of the furniture shall pass to you on delivery but goods shall remain our property until the goods are paid for in full. In case of the payment by cheque, this will be when the funds have cleared our account. We may for the purpose of recovery, enter any premises where the goods are stored for the reason of repossession.

### **7.Payment terms**

Large orders require a deposit of 50 per cent upon order confirmation by Victoria Gayle Interiors Limited. Full payment is required on the day the items are delivered. Lengthy projects terms and conditions can be mutually arranged and agreed by the Director of Victoria Gayle Interiors and the customer.

### **8.Guarantee.**

Victoria Gayle Interiors Limited offer a 15-year guarantee from the date of delivery for the upholstery frames. It is your responsibility to look after the products as per the manufacturers guidelines as normal wear and/or tear is not under our guarantee.

### **9. Faulty Products**

All orders are checked before being dispatched and are package well to avoid damage during delivery. If your order is damaged, please notify us on delivery or within 24 hours of delivery. Proof of damage will need to be shown. Please send an image of the faulty product to [info@victoriagayleinteriors.co.uk](mailto:info@victoriagayleinteriors.co.uk). It is up to the discretion of the Director to replace or partially refund the goods.