

Terms and Conditions

Goods

Delay

We will try to supply the goods within the agreed time. We are only liable for delays caused by our negligence. The goods will be supplied within a reasonable time.

Damaged goods

You should report any damaged or faulty products within a reasonable time. In usual circumstances, we would request that you inspect the goods and report any faults within 48 hours of inspection.

Substitute Products

If, for any reason beyond the company's reasonable control, we are unable to supply a particular item, we will let you know. If a substitute of a similar or equivalent standard and value is available, you have the right to accept the product or cancel.

Cancellation

When ordering via distance means (over the telephone or via the website) you may have a right to cancel under the Consumer Contracts (Information, Cancellation and Charges) Regulations 2013. You would have 14 days from the date after you received the goods to cancel and receive a full refund. Please contact us in writing (email is sufficient) if you wish to cancel. **You are responsible for the return costs.**

We would request that goods are returned with the original packaging if possible and would like to remind you that you have a duty to take care of the goods.

[Optional additional term]

If you do not contact us to cancel within 14 days, any requests to cancel outside this time will be considered but please be aware we may charge for this.

Customised goods

Unfortunately we are unable to accept returns for goods made to the consumer's own specification (bespoke items) unless the goods are faulty or not as described.

Faulty goods

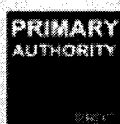
We work in line with the Sale of Goods Act, which states that any goods purchased should be as described, of satisfactory quality and fit for the purpose for which they were intended. Your rights vary depending on the nature of the fault and the length of time you have had the goods. If in the unlikely event a problem arises, we aim to resolve the issue within a reasonable time.

[Please note

These terms and conditions drafted by Kent County Council Trading Standards were written taking the Unfair Terms in Consumer Contracts Regulations 1999 and guidance available into consideration. If you adopt these terms, it is important to note that only a Judge can decide if a term is fair or not. Any terms found to be unfair will not be binding on the consumer. If you choose to adopt these terms, it is important you are aware of this.]

**If you require advice contact Citizens Advice consumer service on
03454 04 05 06 or visit their website www.adviceguide.org.uk**

This document has been approved in partnership
with Kent County Council Trading Standards
under the Primary Authority Scheme



**TRADING
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Terms and Conditions Services

Estimate

The price given is a true estimate of what we expect to charge you. If there are circumstances that we could not have been aware of, that will affect the price, we will provide you with an updated estimate. You have the right to accept the price or decline. Payment will be required for any work completed up to the point you cancel.

Delay

We will try to complete the work within the agreed time. We are only liable for delays caused by our negligence. Any work will be completed within a reasonable time.

Payment

Full payment is required on satisfactory completion. In the unlikely event you are dissatisfied you are entitled to withhold an amount to cover any corrective work that may be required. We should be given the opportunity to complete any corrective work.

[Or in the case of large contracts such as conservatories or renovations]

Payment

We require payment to be made in stages which will be detailed on your estimate. The payments will reflect work/goods supplied to date.

[Please note that staged payments should fairly reflect your ongoing expenditure, and should leave the consumer with a reasonable amount to pay on satisfactory completion]

Complaints

We work in line with the Supply of Goods & Services Act, which states that any work or service carried out for you must be done with reasonable care and skill, within a reasonable time and for a reasonable charge (if not agreed beforehand). Any goods/parts provided should be of satisfactory quality, fit for the purpose and as described. If a problem arises, we aim to resolve the issue within a reasonable time.

Changes

If you would like to change what is to be supplied, we would request that you confirm this in writing or other durable form (e.g. email). This will ensure both parties have records and can refer back to what was agreed.

Cancellation

If this contract is agreed in your home, you will be given information of your right to cancel within 14 days. This is in line with the Consumer Contracts (Information, Cancellation and Charges) Regulations 2013.

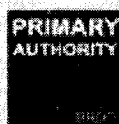
If you cancel this contract outside the fourteen days, we reserve the right to deduct/claim the direct costs we have incurred.

Damage

We will not be liable for any damage unless caused by our negligence.

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