

Fairway Interiors & Kitchens Ltd

Terms and Conditions of Trading:

1. Customer orders become live after the confirmation and signature of the client accepting the terms and conditions.
2. Once the contract is signed a 20% deposit will be made. Should orders be cancelled 5 days after the date of signature a 25% charge will be incurred. Orders cannot be cancelled after 5 days. Should the customer request cancellation after this period the customer will become liable for any loss the company will experience by not continuing with the contract and the loss of profit that the company would experience.
3. Upon commencing the kitchen to manufacture the client must pay 60% of the remaining balance. Once that has been received the kitchen will commence production.
4. The remaining 20% of the balance will be paid in two instalments. The first 10% on delivery of the kitchen and the final 10% upon completion.
5. Delivery dates are given in good faith and every effort will be made to meet these dates. The company cannot be held responsible should forces outside its control effect given dates. The contract is accepted where time is not the essence of the contract.
6. Any change to the contract made after the technical survey where additional costs are incurred the customer will be charged for these changes and additions.
7. The manufacturers reserve the right to make minor alterations if perceived necessary. These changes will be at there discretion. The company will inform the client if these changes make significant differences to the agreed product and design.
8. Should the agreed delivery date be delayed and the kitchen be kept in secure storage, the customer will be charge for this time.
9. For supply only the company will not accept damage to solid surfaces fitted where the base furniture is found to not be level.
10. The company will charge £250.00 per visit or day should fitters be needed to rectify work carried out by the customers own fitters.
11. Any inspection needed by a member of the company to check the quality of the customers own installations will be charged at a rate of £250.00 per visit.

12. Furniture that is surplus to requirements cannot be returned or refunded.
13. All appliances supplied by the company are covered by the standard warranty of the manufacturer.
14. The customer must notify the company of any damages or shortages within 3 working days of the receipt of the goods. The company will not replace items reported after this period. If the client wishes to purchase replacements they will be charged at a rate of cost plus 10%. If the company is fitting the kitchen, the kitchen must be checked while the installers are on site. The installers are not responsible for shortages. Damages will not be replaced on a free of charge basis should they be reported after the installers have left the site.
15. The floors will be assumed to be level. Should this not be the case, any additional items needed may delay the installation and may include additional costs.
16. Any unsatisfactory preparation work to the room may result in delays and additional costs should the installers need to complete additional work to install the kitchen to a satisfactory level.
17. Our technical survey is carried out with care and attention but must be regarded as indicative.
18. The technical plans must be signed off by the client before the kitchen can be sent for manufacture. Therefore the client is in agreement that the kitchen is fit for purpose.
19. All appliances supplied by the customer must be on site at the start of the installation.
20. Any unseen problems that cannot be picked up on survey or created due to changes made during building works may result in delays and additional charges.
21. The kitchen will be inspected on completion. If the installation is completed via the company, remedial work is required the company will order the parts and complete this work at the earliest possible time that products can be onsite.
22. The kitchen cabinets come with the standard manufacturer's guarantee (25 years British).
23. Should the company want to use images of the finished product for promotional material it is at the client's discretion