

Cushion and Curtain Centre LTD Terms and Conditions

By placing an order with us you are agreeing to the terms and conditions outlined below. The expression "us" refers to the Cushion and Curtain Centre Limited.

Personal Information

- We will require some personal details such as your full name, address and contact telephone number. We will pass on your personal information to only those parties required to fulfil the order. Your personal information will not be passed on to other third parties e.g. for marketing use.
- If you wish to make a payment by card, we will ask for your card details to be used only at the time of the transaction. This information is not stored beyond the event.

Your Order

- We aim to complete your order to the highest quality and within a reasonable time scale. It is possible that your chosen fabric may be out of stock, which is beyond our control, and delays may occur. Occasionally, and without notice, manufacturers may also discontinue a fabric. In both these cases we will notify you as soon as we can. Unless otherwise expressly agreed in writing, any time specified by us is a best estimate only, and we will not be liable to you for any loss or damage sustained by you if we fail to meet that time scale because of circumstances beyond our reasonable control.
- Any samples, drawings, descriptive matter, advice, recommendations or advertising are issued for the sole purpose of giving an approximate idea of the Services or Goods described in them. They shall not form part of the contract or have any contractual force.
- Only once all the required measurements have been made and you have confirmed your choice of materials will we be able to give an accurate quote which will hold for a period of one month, after which it may be subject to change.
- The cost of goods/services is based on time and materials needed to complete the order and generated using our standard fees and charges and we reserve the right to increase these rates for goods/ services without prior warning. The total price of goods and services will be agreed when you place your order and you will be notified if any changes are necessary.
- We require a deposit of around 50% of the total value before we commence any work on the order. This payment shall be forfeited to the Company on account of damages in the event of the customer's breach of contract. The remaining balance is then due on delivery or fitting of your items. Any changes to this term are subject to the manager's discretion.
- The Customer must query any amount on an invoice within 30 days of receipt or the Customer will be deemed to have accepted that the amount invoiced is correct and payable in full.
- The Supplier reserves the right to charge the Customer if any cheque provided by the Customer bounces on its receipt and the supplier may refuse to accept cheques as any form of future payment by the Customer.
- The Order shall be detailed on the form attached to these conditions. Once the Order has been completed and signed by you and received by us, the Order shall be deemed to have been accepted by us unless we notify you to the contrary within 7 days of you signing the Contract.
- We reserve the right to terminate this agreement should you chose to breach any of the terms set out in this contract.

Child Safety Regulations

- Regulations have been introduced making it mandatory that all blinds should be fitted with appropriate safety devices. If at the point of fitting you refuse to have such a safety device fitted, then we will be unable to install the goods. In such circumstances, you will remain liable for the full cost of the Goods ordered and you agree that you will not treat our refusal to install the goods as a fundamental breach of the contract and you will remain bound under the contract to take delivery of the Goods

Warranty

- Subject to the receipt of payment in full for your order, we offer a warranty of 12 months on all blinds unless otherwise agreed at the time ordering. The warranties provided in this condition shall not apply: in relation to fading/discolouration caused by fair wear and tear; or where the relevant fault or defect has been caused by your misuse or neglect of the Goods; or by accidents caused while the Goods are in your possession.

Cancellations, returns and repairs.

- All our products are made to measure and, as a result, returns and refunds will only be accepted where we have failed to make goods to your specification. Where the goods are faulty or incorrect we will first attempt to repair, or alter them, if this is not possible then a full refund will be given. A full refund will only be offered once it is agreed the fault lies with us.
- All orders are subject to a "7 day cooling off period" during which time you can cancel your order. Should you wish work to start on your order immediately on receipt of your deposit, please read through and sign the agreement below.

I would like to have the above products made and installed as quickly as possible. I therefore wish *Cushion and Curtain Centre Ltd* to proceed with their manufacture before the end of the 7 day cooling-off period. In doing so, I accept that if I do wish to cancel my order during the 7 day cooling-off period I will be liable to pay a reasonable charge for whatever work has already been carried out by *Cushion and Curtain Centre Limited* in relation to its performance of this contract.

Name _____ Signed _____