

56a Archel Road, London W14 9QH

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E: info@carpentrydesigns.com

www.carpentrydesigns.com

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CHARGES

OUR CHARGES FOR MADE TO MEASURE AND FITTED BESPOKE FURNITURE VARIES FROM PROJECT TO PROJECT:

Estimated price can be given for each project after filling-out our user friendly Quotation Form on the website, link: <http://www.carpentrydesigns.com/quote.php> by email or by phone & giving us as much details as possible, measurements, preferred finishes, etc. etc.

Fixed Quotation can be given for each project after an appointment & site visit.

Prices can be given verbally or/and in writing- by E-mail, Text messaging or Royal Mail.

After accepting our Quote, Client pays a 50% Deposit being payable upon receipt of an Invoice with the balance payable after all works have been carried out, in accordance with our Terms & Conditions.

Business Terms and Conditions.

1. Our estimate takes into account current wage rates and material costs. We do reserve the right to amend our "estimate" should our company surveyor so advise.
2. First Payment-Deposit of 50% must be made after client agreed with our fixed Quote. No materials will be purchased or works put into action until receipt of the deposit payment. Deposit will be invoiced to the client.
3. Payment methods accepted: Cheques or Bank Wire Transfers to Carpentry Designs .com upon receipt of invoice.
4. All possible and reasonable care will be taken on our part to keep the existing decoration in tact; we will take care of any small unavoidable defects at no extra charge. However we do reserve the right to include a decorating charge if unavoidable defects occurred created to surrounding plastering, rendering, walls, skirtings, ceiling etc. surfaces, and the client will be informed of that.
5. Second Payment-Balance to be paid net within 7 days after completion of the project.
6. Interim payments to be made, if requested, at 95% of the value of work completed.
7. Any part of that invoice which remains unpaid it total within 28 days shall carry interest at the rate of 5% over the base rate, charged for every late day, until payment is received in full by Carpentry Designs .com.
8. Free standing furniture made by our highly skilled cabinet makers can be delivered Internationally, terms can be arranged.
9. These terms & conditions & all contacts awarded between the Carpentry Designs .com & Client shall be governed & construed in accordance with English law & shall be subject to the exclusive jurisdiction of the English law.

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(For our e-shop, which will be launched within approx. 6 months)

Delivery and Returns

Non Furniture Returns

If in the unlikely event you are not happy with your purchase or it has arrived damaged, please follow the guidelines below so we can deal with your issue.

Please E-mail info@carpentrydesigns.com quoting your order number and the problem with your purchase.

Once we have received your request we will E-mail you an RMA number and instructions on how to return your purchase and inform you when you will receive your replacement.

We will not accept unsolicited returns. Please ensure your RMA number is clearly displayed on your packaging.

Our 28 day money back guarantee does not cover the cost of postage and packaging. If you are returning a purchase under this guarantee you must ensure the goods are well packaged and in a re saleable condition. The cost of the return is yours and we would recommend you use a traceable method of postage, as lost or damaged goods will remain your property until we receive them. Once we have received the goods back to our warehouse a refund will be raised and credited back to the same card which payment was made. Some credit card companies can take up to 7 days to process these payments and this is out of our control.

If you require further information or have any other questions about your order you can E-mail info@carpentrydesigns.com or call T: 0800 73 16 579.

Please note our customer service number is open Monday-Friday 9am till 5pm and can experience high levels of calls during peak times. We aim to offer the highest levels of service to our customers. The fastest way for us to handle your query is through our E-mail system. If you experience problems contacting us on the above number you can E-mail us with your contact phone number and a member of our customer services team will call you as soon as possible.

Please note all requests for Furniture returns should be sent to info@carpentrydesigns.com or call 0800 73 16 579

Furniture Delivery Information

Our appointed distribution company are experienced furniture delivery specialists. Each staff member receives extensive training in furniture handling in a domestic setting. A crew of two people will make each delivery.

PRIOR TO DELIVERY

- Please make sure any delivery restrictions are clearly stated on the order form. Please see below for various examples:-
 - Low bridges/narrow lanes
 - Sufficient access to carry the goods to the required room and that it is cleared and ready for delivery
 - No turns or lifts (over a banister for instance) that in the opinion of the crew makes the load too heavy for two men
 - The number of steps which the furniture must be carried are reasonable. This obviously relates to type and weight of the furniture you have ordered. In accordance to Health & Safety regulations the crew, in consultation with their office staff must be the arbiters of what is reasonable.

- **If any of the above examples cannot be met then the delivery will be deemed as non-standard, extra charges will apply and quotations can be provided where necessary**
- Please provide us with as many contact phone numbers as possible, and a full postcode for the delivery address.
- Delivery arrangements will be made once payment has been received in full.
- We'll deliver predominantly to UK mainland, we can also deliver to certain areas in Wales and Scotland, however these runs are not on a normal weekly basis therefore an additional lead-time may be added to your order (please ask for details). We deliver, depending on your postcode Monday to Friday, usual hours are between 7.30am and 6.00 pm, however depending on prior deliveries this could extend to 9pm. **(You will not be able to request a particular day of the week that you prefer)**. If you require a delivery out of these times then an **additional charge will apply** and quotations can be provided where necessary.
- **We do not deliver at the weekend.**
- You will be sent a text message 48 hours prior to delivery to give you an approximate delivery time slot either on your mobile number or home landline if no mobile number is provided.
- The driver will also contact you from their previous delivery to give you an estimated time of arrival.
- If requested and noted on the order form, the delivery crew will telephone approx 1 hour ahead to let you know of their impending arrival. They will also call you from the previous delivery location.
- If you wish to cancel the delivery, at least two clear working days are required. If you are not in to take a delivery for any reason, a full re-delivery charge of £75.00 including VAT will apply in both instances.
- **We cannot offer storage facilities.** Goods will be held for a maximum of one month before a storage charge of £10 per week will be levied. This charge will need to be paid before a delivery can be arranged.

ON DELIVERY

- Please ensure that there is clear access to the delivery point.
- Please protect carpets and flooring to avoid any damage or possible soiling.
- The delivery crew are experienced at delivering into homes of all shapes and sizes, but if your order cannot be delivered because of restricted access, your furniture will have to be returned to our distribution company. You will then need to make alternative arrangements. Any subsequent storage or redelivery charges will have to be met by you.
- The delivery crew will unpack and remove all packaging materials **(please see exception below)**
- All items except Beds, some wardrobes and Garden Furniture will be fully assembled for you and the packaging removed (this list may be subject to change depending on new products, please ask us for details). **Any items that are not to be assembled will be left packaged in order to keep all components together.**
- You will be asked to inspect the condition of the packaging to make sure there are no holes or tears in it. Any damage to either the packaging or the goods **must be recorded on the delivery note in detail.**
- Our delivery company has many years of experience in delivering customers furniture safely into their homes. In the unlikely event that any damage is caused to your property you **must record this on the 'Proof of delivery' document giving full details of the damage.** Carpentry Designs .com may not accept liability if you do not do this.
- In the event of damage, please inform us immediately, so we can remedy the situation as quickly as possible.
- **In the event that you are not in when delivery company try to deliver the drivers are only permitted to wait a short period of time (maximum 15 minutes), they will then be asked to move onto their next delivery and will not be able to return. In these instances we will have no option but to charge you a second delivery fee, plus handling and storage charges we will incur, this will amount to £75.**

It is your right to refuse delivery if you are unhappy with the condition of your goods. However you must sign the 'Proof of Delivery' document stating your reason for refusal. Carpentry Designs .com may not accept liability if you do not state the reason for refusal. If you decide to keep unsatisfactory goods you must clearly state the problem with the goods on the 'Proof of Delivery' document and telephone us so we can take action. Again, Carpentry Designs .com may not accept liability if you do not do this.

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