

TERMS AND CONDITIONS

GENERALLY Initial consultations will be free of charge in the Showroom and will be held under a no-obligation basis. Subsequently if requested a Site visit for measuring is charged @ £65 and is refundable against the final invoice. A written estimate for the services required will be provided after the initial consultation. Finishing touches does not provide a breakdown of their costs, calculations or dimensions that enables the job to be split between third parties, outsourced separately or used as a basis for alternative tenders. If the customer wishes to proceed further, then the customer will be required to accept all estimates in writing, and also in doing so accepting these terms and conditions. This will form an agreement between the Client and Finishing touches. A non-returnable Down payment (specified in the final estimate) will be required as the customer's acceptance to cover the cost of all materials and poles in advance. Finishing touches will proceed with the service requested only after the verbal, written or emailed acceptance and Down payment have been received. All quotes will be valid for 3 months from the date of issue unless otherwise advised. If the customer wishes to proceed with contracting the work to Finishing touches, an assessment of the interior/window will be necessary and this may include careful agreed site measurements that are required in order for the work to proceed. The customer should ensure that the areas to be assessed are clear of items that may prevent these measurements being taken. All payments to Finishing Touches should be made in cash, credit/debit card or Bacs payment. Work will not start until cleared payment is received. Works on average take 4-6 weeks from the receipt of the fabrics to the workroom with fittings arranged by mutually convenient date with the client & fitter in stages or as a whole.

SOFT FURNISHINGS The estimate or quotation will usually indicate estimated delivery times (subject to receipt of deposit, clearance of funds and availability of materials). The Client should understand that acceptance of the estimate or quotation also means that the delivery timescale is accepted. If the Client is not willing to accept a quoted delivery timescale, then the Client should not accept the estimate or quotation entire. Finishing touches will always endeavour to quote reasonable timescales that should suit the Client based on fabric and stock availability. A non-returnable Down payment will be required equalling that of the total cost of all the materials to be purchased for the work. Unless such a down payment is received, the work cannot proceed. Clearance of funds will be required before any purchases are made. Work will proceed as agreed once the funds are cleared. If the Client provides the required measurements, then all items subsequently made will be done so in accordance with them. Finishing touches takes no responsibility for any mistakes arising from inaccurate measuring by the Client. Such errors may be rectified, but will thus be at an additional cost to the customer. Finishing touches cannot be held responsible for any materials going out of stock between quotation acceptance and materials purchase. Any monies received with respect to such an order will be refunded or alternative fabric chosen. The Client will be notified when the items have been completed and this will be deemed as the COMPLETION DATE. Finished goods will be collected/delivered at an agreed time with the Client within fourteen days or a mutually agreed time frame of this completion date. The balance of payment will be due on the day of collection/delivery (unless

another agreement is arranged). At this point, the Client will be required to check the goods.

The property and ownership of the goods does not pass to the buyer until paid for in full.

FABRICS & CARE Where the customer supplies the fabric Finishing touches cannot be responsible for flaws, faults or inconsistency of pattern. Where possible Finishing touches will work around such problems but extra work or fabric required to do so will be paid for by the customer. Fabrics should be clearly marked with the right/wrong side and pattern direction. A COF charge is applied at £5/m or 20% extra to Makeup costs to cover our time to check the fabric for faults and errors. There may be an additional surcharge where many small pieces are supplied from which to make an item. All fabrics chosen should be handled with care. Advice for their suitability for washing / dry cleaning can be sought from the fabric supplier. However, when a combination of fabrics have been used (for example where lined curtains have been made, or where trimmings have been applied) rates of shrinkage between fabrics may differ causing the item in question to be pulled out of shape. Finishing touches suggests that ALL fabrics be treated as dry clean only unless otherwise stated, and can take no responsibility for any damage occurring to items due to cleaning in the wrong manner. In cases where interlining has been used, even dry cleaning may not be possible, and it is recommended that cleaning is done by means of gentle vacuuming. Finishing touches will endeavour to match the correct fabric with the customer's requirements and assess its suitability for the environment in which it will be placed. Finishing touches can take no responsibility for fabric behaviour once within its intended destination. Any shrinkage due to high humidity, fading due to natural sunlight, improper cleaning, or any other reason, or damage or misshaping arising from mishandling or other improper use will not be the fault of Finishing touches. Any issues to be raised and notified in writing within 30 days of collection/delivery.

FIXTURES AND FITTINGS FOR WINDOW TREATMENTS Finishing touches can advise on fixtures and fittings. Finishing touches can take no responsibility for any damage to property during or after the attachment of such fixtures or fittings by the customer or customer's representative. Roman/roller blinds will be supplied with safety fittings & chains. Should you, the Client, refuse the fitting of safety items during installation or remove safety items once fitters leave the clients premises, Finishing Touches takes no responsibility for injury or death as a result. Although Finishing Touches may be able to advise, ultimately, it's client's responsibility to ensure safe fixings and safe conditions for Finishing touches when on the premises installing window dressings. If the client wishes to change curtain poles / tracks or other such fittings after precise measurements have been taken by Finishing touches then the customer MUST inform Finishing touches of such a change in writing, and new measurements will need to be taken by Finishing Touches If any change in dimensions results in extra work being required to ensure the window treatment(s) fit, then a charge will be incurred based upon the current hourly rate. The customer will be advised of this prior to proceeding with any rectification, and will agree to the additional work and charges. If the customer provides the required measurements, then all items subsequently made will be done so in accordance with them. Finishing Touches can take no responsibility for any mistakes

arising from inaccurate or incorrect measuring by the customer. Such errors may be rectified where possible, but this will be at additional cost to the customer. Finishing touches can sometimes suggest third party suppliers and trades people direct to the customer. However, the customer will form their own relationship with any third party and be responsible for managing these relationships, and be responsible for financial settlements directly with the third party. No responsibility is taken for the operation or finished look when the clients own fitter is used or they self install.