

1. Guarantee

1.1. Our frames are made from 100% beech wood (unless specified otherwise), which are glued, screwed and dowelled. We are so confident in the craftsmanship and quality of our frames that we offer a 25 year frame construction guarantee. (SOFAROOMS Only)

1.2. We **do not** offer **any** guarantee on the upholstery or fabrics, as the usage of furniture can vary drastically from customer to customer. However we pride ourselves on our personal service, therefore if you do experience any problems within 12 months from delivery of your furniture, we will happily take up your complaint for you with the appropriate supplier and try our best to have the problem resolved. Alternatively we will endeavour to correct the problem to the best of our ability. If however, you choose to supply your own fabric, there is nothing we can do if any problems do occur.

1.3. Although we endeavour to complete jobs within a specified time and by the **estimated** completion date, we **do not** offer a guarantee on completion or delivery dates as time and unforeseen occurrences befall us all and some delays are out of our hands and may be unavoidable.

1.4. It is the customer's responsibility to check the care instructions for their chosen fabric(s).

1.5. Arm caps and fabric protection is recommended to maximise longevity of fabric.

1.6. We reserve the right to charge for any alterations and corrections, where we are not at fault and we deem to be appropriate.

2. Measurements

2.1. It is your responsibility to ensure that the furniture ordered will pass freely through into your room of choice. If required, we can do this for you for a small charge.

2.2. Please note that the delivery charge includes no allowance for the removal of doors or windows. If this is necessary, it is your responsibility to arrange for this to be done in time for your furniture delivery. (Please accept our apologies for not being able to offer this service at this time)

2.3. Measurements supplied by customers for bespoke sofas, chairs or curtains are done so at their own risk. We cannot be held responsible for errors made by customers. However, we can come out and double check measurements for you for a small charge.

2.4. The measurements of all furniture and furnishings made by us will be as accurate as possible, but are nevertheless approximate and may vary.

3. Prices & Charges

3.1. Deposits are non-refundable.

3.2. Our Handmade sofas prices are inclusive of VAT and fabric.

3.3. Re-upholstery prices are +VAT and Fabric. (Unless otherwise specified)

3.4. If you choose to supply your own fabric for a handmade sofa, the minimum price you can pay is the 'A' range price.

3.5. Re-upholstery customers will be charged an extra 10% to use their own fabric.

3.6. All upholstery quotations/prices are estimated and may incur more or less charges once we have started the job, as we can never be 100% certain of the extent of the work until we start the process. However we try to give the most accurate price and avoid charging any extra where possible.

3.7. Customers, who supply their own fabric, have the responsibility of supplying more fabric if for any reason there isn't enough to complete the job. However if fabric is ordered from us and we have underestimated, we cover the cost for you.

3.8. To supply your own fabric for either handmade or re-upholstery you will need to provide a certificate to show that the fabric reaches the necessary fire safety regulations. If not you will need to pay for a barrier cloth which is charged per meter. This is for insurance purposes and is unavoidable.

3.9. Call out and delivery charges vary depending on the travelling distance.

3.10. Storage Charges may apply in certain cases and charges vary depending on the size of the furniture.

4. Payments

4.1 In the case of most services and order placements, a deposit is required before any work commences.

4.2 The full remaining balance is to be made before or upon delivery.

5. Delivery & Storage

5.1. Once your furniture has been completed we must be able to deliver (or the item picked up) within 14 days. If we are unable to do so due to your default, as we are limited with storage space we will have to make a charge for storing the furniture beyond this point.

5.2. We reserve the right to apply storage charges where necessary. For example: Upholstery Jobs which have been left with us for more than 14 days with no decisions in order to proceed with the job. (Unless otherwise agreed)

5.3. Deliveries & Collections will be made Mondays, Tuesdays & Thursday between 9am – 5pm . Deliveries & Collections outside of these days and time may incur further charges.

5.4. Time of delivery is not of the essence in these Terms and Conditions of Trading. We will not be liable for any direct or indirect loss of profits or other financial loss or damage suffered by you through any reasonable delay or delay due to unforeseen circumstances outside of the reasonable control of Sofarooms or delay due to any reasonable rescheduling of delivery.