WHITLEY FABRICS LTD 2021

Trading as WHITLEY INTERIORS

TERMS AND CONDITIONS

All products supplied by the company are custom made to the specification of the customer and cannot be cancelled or returned for refund unless faulty.

We reserve the right to replace or repair faulty goods.

Terms and conditions

1 Consultation - The initial consultation is free of charge. This consultation is normally used to understand client requirements, agree the scope of the work, provide design advice to be able to provide bespoke products. If the client provides the required measurements, then all items subsequently made will be done so in accordance with them. Whitley Interiors can take no responsibility for any mistakes arising from inaccurate measuring by the Client. Such errors may be rectified, but this will be at an additional cost to the customer.

2 Estimate - A written estimate is provided which details the cost of each item to be provided - valid for 60 days from the date of issue.

3 Deposit - A non-returnable deposit, a determined portion of the confirmed estimate is required to secure and confirm your order. Payment can be made by cash, card or bank transfer. Work can only start once cleared payment is received. All orders are unique therefore be aware that this deposit is non-returnable as it will be used to order supplies specific to your job requirements, time blocked out in our diary to manufacture each order and workroom costs. On large orders, where work is completed over a number of weeks a further stage payment may be requested.

4 Fixtures and Fitting – Whitley Interiors is unable to undertake the fitting of tracks and poles. On request we can recommend an independent professional fitting service. The contract for the work, and payment, is made directly with the fitter. Whitley Interiors can take no responsibility for any damage to property during or after the attachment of fixtures or fittings by either the Client or a contracted fitter.

5 Child Safety - Regulations specify that blinds are supplied with child safety devices, regardless of location and whether children are present. All our Roman/roller blinds are supplied with child safety fittings/devices to meet these requirements. Should the Client refuse the fitting of safety devices, or remove safety devices after delivery/installation, Whitley Interiors takes no responsibility for injury or fatality suffered as a result.

6 Lead time - Turnaround time, as a guide, is normally around 6/7 weeks from deposit being received (unless otherwise agreed). However please be aware most products are bespoke and the turnaround times can vary. Out of stock items with our suppliers will also increase lead times, lead times can be lengthened due to a longer fabric shipping turnaround from the supplier.

7 Completion - Please note that once your items have been completed, we, or the chosen fitting service will contact you to make arrangements to deliver/fit them as necessary. We do not have the capacity to store items on our premises so please place orders with a view to being able to take delivery on completion. All products supplied by the Whitley Interiors are custom made to the specification of the customer and cannot be cancelled or returned for replacement or refund unless faulty.

8 Delivery/Installation - We do like to ensure that bespoke products are installed to look their best. We therefore advise clients to use a professional fitting service. We are also confident that you'll be very happy with the quality of your purchase but in the event that you're not we will always work very hard to resolve any problems. We carry out quality checks when packing our items before they leave us in line with quality control.

Any issues relating to the quality of manufacture or faults with the fabric should be notified with 14 days of delivery/installation.

9 Final payment – Upon placement and confirmation of a clients’ order, a written invoice is provided which details items, the overall amount of the job, the deposit payment required / already received and the final balance to be paid. Final payment is due one week before collection or delivery/installation of the final completed item(s). All goods remain the property of Whitley Interiors until payment is received in full.

10 After care - All fabrics 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 and heading applications may differ causing the item in question to be pulled out of shape. Whitley Interiors suggests that ALL fabrics be lightly vacuumed to manage dirt and dust. Due care is advised with anything that could soil the items especially 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. Once within its intended destination Whitley Interiors can take no responsibility for fabric shrinkage, misshaping, staining or discolouration due to factors such as high humidity, inadequate ventilation, improper cleaning, mishandling, exposure to water or sunlight, insect infestation, pet damage or general wear and tear.