

AJ Joinery – Terms and Conditions of Sale

These Terms and Conditions apply to all sales of joinery products by AJ Joinery. By placing an order with us, the customer agrees to the following terms:



1. General

- All goods remain the property of AJ Joinery until paid for in full.
- Quotations are valid for 30 days from the date of issue unless otherwise stated.
- All bespoke items are made to order and are non-refundable unless faulty or not made to the agreed specification.

2. Payment Terms

- A deposit may be required before production commences. The balance is due prior to delivery/collection, unless otherwise agreed in writing.
- AJ Joinery reserves the right to charge interest on overdue payments at 4% above the Bank of England base rate.

3. Delivery and Installation

- Delivery dates are estimates only and time shall not be of the essence unless expressly agreed.
- AJ Joinery shall not be liable for delays due to circumstances beyond our control.

4. Product Care and Responsibility

External Joinery – Important Notice: All external joinery products supplied in a primed (not fully finished) state **must be fully coated/finished/decorated within 14 days of installation.** This includes the application of a suitable weatherproof paint or coating system appropriate for the timber and exposure.

AJ Joinery will accept no responsibility for damage, deterioration, or defects (including movement, cracking, warping, or moisture ingress) caused by failure to finish the product appropriately within this time frame.

To validate any future warranty or claims, customers **must supply photographic evidence** clearly showing: The date of installation, the product in its installed position, the completed decorative finish within 14 days of installation

Failure to supply such evidence will invalidate any warranty or liability on the part of AJ Joinery.

5. Warranty

- AJ Joinery offers a 12-month warranty on workmanship and materials, subject to proper care, installation, and maintenance of the product.
- This warranty does not cover issues resulting from neglect, improper use, environmental conditions, or failure to follow our aftercare advice, including the clause above.

6. Product Variation

- As a natural material, timber may exhibit variations in grain, colour, and knot presence. These are not defects but characteristics of the material.

7. Liability

- Our liability is limited to the repair or replacement of faulty goods. We are not liable for consequential loss or damage, including labour or redecoration costs.

8. Law and Jurisdiction

- These Terms and Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.

9. Customer Responsibility for Site Conditions

- The customer is responsible for ensuring that site conditions are suitable for the delivery, storage, and installation of joinery products. AJ Joinery will not be held liable for damage resulting from poor storage, handling, or installation conditions.

10. Installation by Third Parties

- Where installation is carried out by a third party (not AJ Joinery), AJ Joinery accepts no liability for poor workmanship, incorrect fitting, or any associated damage or loss arising from such installation.

11. Timber Movement and Seasonal Changes

- Timber is a natural product that responds to environmental changes. Small movements, minor surface splits, or discolouration may occur and are not considered faults. Customers are advised to maintain appropriate humidity levels and regular care of timber products.

12. Intellectual Property

- All drawings, designs, and specifications produced by AJ Joinery remain our property and may not be copied or used without our prior written consent.

13. Force Majeure

- AJ Joinery shall not be liable for any delay or failure in performing its obligations due to events beyond its reasonable control (including weather events, supplier delays, strikes, pandemics, etc.).

14. Complaints

- Any complaints must be submitted in writing within 7 days of delivery or discovery of the issue. AJ Joinery will work to resolve all issues promptly and professionally.