

Terms and Conditions of Sale

Payments

Terms of payment:

A deposit of 50% of the quoted invoice value should be paid before we enter into a contract with you (subject to a minimum of £50). This will be paid at the time of order with the balance due on or before delivery.

We reserve the right to withhold delivery of your goods if payment in full is not received.

We can charge interest if you pay late. If you do not make any payment to us by the due date following notification that your goods are ready to be dispatched, we may charge interest on the overdue amount at the rate of 8% per month.

Please note a one-off administration charge of £50 plus VAT will be charged for correspondence sent.

Any interest shall accrue daily from the due date until the date of actual payment, whether before or after judgment. You must pay us interest together with administration charges and any overdue amount.

Our drivers are authorised to accept payment by cash. Payment by card must be made in person at Unit B9 Leasows Court, Hortonwood West, Telford, Shropshire TF1 7AF.

On completion of your work, you will be notified that your order is ready for delivery or collection.

Dates, Times, Availability and Specification Changes

Orders are accepted subject to the continuing availability of materials from manufacturers. No claim shall be accepted arising from non-availability or changes in suppliers' specifications, fabrics, or delays.

Dates and times indicated for work scheduling and delivery are not to be treated as conditions of sale, and no claim shall be made arising from late delivery or delay in starting your project. This covers all products and services offered by Quality Upholstery Services.

Delivery

Prices quoted assume delivery to the ground floor entrance of the address given, using a transit vehicle. Delivery inside premises is at our discretion and when undertaken is entirely at the customer's risk.

If late payment charges are initiated, we reserve the right to apply a delivery charge to return goods, as this will be scheduled outside normal pre-planned deliveries.

Unpacking, Assembly and Installation

Unless stated, prices quoted do not include unpacking, assembly, or installation.

Matching of Colour and Grain

Natural materials such as leather, wood veneers, and fabrics may vary in colour and grain. Matching cannot be guaranteed. Shading effects are not considered faults. Due to the bespoke nature of orders, goods are non-returnable once ordered.

Notification of Damage

Customers must notify us of any damage or defect within three days of delivery by phone, followed by email.

Cancellation or Variation

We reserve the right to require completion of the contract where goods have been specially ordered. Deposits may be forfeited in the event of cancellation. Reasonable delivery, finance, and administration charges may apply.

Risk and Title

Risk in the goods passes on delivery. Title remains with the company until payment is received in full.

Storage of Goods

We will endeavour to meet your preferred delivery, collection, or installation requirements. Once we notify you that your order is complete and ready, you must arrange collection or delivery within **14 calendar days**.

We provide **14 calendar days of free storage** from the date of notification. After this period, a storage charge of **£75.00 plus VAT per week (or part of a week), per order** will apply until the goods are collected, delivered, or installed.

All storage charges must be paid in full before goods are released.

Where goods remain uncollected after the free storage period, the full outstanding balance (if applicable) becomes immediately due and payable.

Goods stored beyond the free storage period remain at the customer's risk. We will take reasonable care but accept no liability for deterioration, accidental damage, or loss except where liability cannot be excluded by law.

Any extension must be agreed in writing before the end of the 14-day period. Otherwise, storage charges will continue to apply.

We reserve the right to recover all reasonable storage costs and any additional expenses incurred due to delayed collection.

Fitting (Floorcoverings)

We retain responsibility for products supplied, but fitting is carried out by installers responsible for their own workmanship.

Fitting is chargeable. Additional charges may apply for stairs, hallways, or bathrooms.

Customers must ensure rooms are cleared and existing floor coverings removed before fitting.

We accept no liability for minor marks or scuffs that may occur during fitting where reasonable care is taken.