
TERMS AND CONDITIONS

GENERAL

Initial consultations will be free of charge and will be held under a no-obligation basis.

A written estimate for the service required will be provided after the initial consultation. If the customer wishes to proceed further, then the customer will be required to accept all estimates in writing (using the acceptance reply slip provided with the estimate or quotation), and to accept these terms and conditions. This will form an agreement between the Client and The Curtain Fairy. You should only sign the agreement if you wish to be bound by it.

A non-returnable deposit (specified in the estimate) will be required with the customer's written acceptance.

The Curtain Fairy will proceed with the service requested only after the written acceptance and deposit have been received.

All quotes will be valid for 28 days from the date of issue unless otherwise advised.

If the customer wishes to proceed with contracting the work to The Curtain Fairy, an assessment of the interior/window will be necessary and this may include careful 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 The Curtain Fairy should be made in cash, cheque, credit/debit card or Bacs payment. All cheques should be made payable to S A Taylor. Work will not start until cleared payment is received.

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. The Curtain Fairy will always endeavour to quote reasonable timescales that should suit the Client.

A non-returnable deposit will be required equalling that of the cost of the materials to be purchased for the work. Unless such a deposit 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. The Curtain Fairy can take 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.

The Curtain Fairy 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.

The Client will be notified when the items have been completed and this will be deemed as the COMPLETION DATE. Finished goods will be delivered at an agreed time with the Client within fourteen days of this completion date.

The balance of payment will be due on the day of delivery (unless another agreement is arranged). At this point, the Client will be required to check the goods, and sign an acceptance form. The property and ownership of the goods does not pass to the buyer until paid for in full.