



CONTEMPORARY  
CHANDELIER  
C O M P A N Y

## TERMS & CONDITIONS - 2018

### 1. Design & Quotation

Design initiations and quotations are based on architectural information supplied by you 'the client' and are undertaken by us 'the supplier'.

It is the client's responsibility to check the design sheet and quotations to ensure all dimensions, quantities, etc. correct and in accordance with the agreed specification prior to ordering.

Quotations are valid for 6 weeks from the issue date.

Upon acceptance of the quotation, we will then confirm all details of the order along with a request for payment. It is the client's responsibility to check that all details are correct and in accordance with their instructions.

Quotations for delivery are for guidance purposes only as they are only valid at the time of quoting and price fluctuations are out of our control. Up-to-date quotations are obtained from our freight-forwarding partners when your chandelier is ready for of despatch and any adjustments to the original guide price will be included on the balance or shipping invoice.

### 2. Payment

We will issue you with a deposit invoice for 60% of the total order unless agreed otherwise. This is a non-refundable deposit.

Deposit payment is due in full prior to commencement of works.

We will issue you with a balance invoice prior to shipment or after installation as specified on your quotation, unless otherwise agreed.

All prices on quotations and invoices are in UK Pounds Sterling, unless specifically requested otherwise.

### 3. VAT

All goods delivered to the UK or countries within the EU are subject to the standard VAT rate of 20%

### 4. UK Delivery / Installation

Delivery will be booked and agreed with you in accordance with our installation schedule. Should you require delivery at a particular date or time, a third party courier service can be arranged to ship your chandelier. Additional charges may apply.

A mutually convenient delivery / installation date will be agreed upon completion of your order. Any changes to this date after agreement from you without prior written agreement will incur a cancellation charge.

We have the right to refuse installation if we are not satisfied that structural, mechanical and electrical provisions referred to in the quotation have been met by you or your contractors.

If we arrive at site to find additional work is needed other than that agreed on the order, we will, upon agreement with you undertake the additional work, which will be subject to additional charges. These additional works will be invoiced separately upon completion.

Scaffold and access requirements will be discussed and agreed prior to any installation booking.

Additional or specialist equipment that needs to be provided will be discussed and agreed with you prior to installation.

## 5. International Delivery

Our chandeliers are professionally packed into custom-made, heat-treated export cases using high quality packaging materials. The associated costs will be included on your quotation, but transit charges are for guidance purposes only and will be confirmed prior to shipment.

All export deliveries are arranged under DAP shipping terms, unless specifically requested otherwise, and do not include import duties, local sales taxes, customs storage, or any other special requirements or unforeseen charges, which are the responsibility of the consignee.

Transit times may be given but are subject to customs clearance.

NOTE: Please do not book any tradespeople to fit goods ordered from us until you have received the items. Using a third party shipper, it is difficult for us to guarantee exact delivery times. We do NOT accept any responsibility for costs relating to the late or early delivery of products ordered from us.

Please note:

On receipt of your purchase it is essential that the items are thoroughly checked. Any breakages or missing items must be reported in writing to [sales@contemporarychandeliercompany.co.uk](mailto:sales@contemporarychandeliercompany.co.uk) within 72 hours. We will help resolve any problems reported after this point but reserve the right to pass on any associated costs.

## 6. Warranty of Goods Supplied

If goods are faulty or not fit for purpose, they are covered by a standard one year warranty. We accept no responsibility for misuse or accidental damage. Any item found to be faulty as a result of misuse or incurred damage will not be covered by warranty and charged accordingly.

## 7. Copyright

All designs are © Iestyn Davies 2018