

TERMS & CONDITIONS

These terms and conditions must be signed and agreed by all Clients before any orders are placed to ensure mutual understanding of both the product/work and expectations of Spoke Interiors Ltd and its service to you, the Client. This document is intended to contain all the terms upon which the Client agrees to purchase the products/work described by the Spoke Interiors Ltd. Any additional term, condition or verbal agreement should be written down for the purpose of clarity and signed by the Client and the Spoke Interiors Ltd's Representative. The variation should be noted on a specific order.

General

1. A "confirmed order" is considered to be an order of which the specification and price has been agreed and signed for by the Client (or confirmed by email) and this order has been secured with a 25% or 50% deposit (depending on the type of product/work). Advised delivery schedules can only commence once all these requirements have been completed.
2. The Client should hold (and NOT submit) an order until he/she is sure all details are correct, finalised and confirmed.

Cancellation

3. The Client has the right to cancel this Agreement within 7 days of a confirmed order. Cancellation must be effected and confirmed by email only to matt@spokeinteriors.com
4. If the Client cancels an order during the manufacture process, which usually starts upon a confirmed order, Spoke Interiors Ltd reserves the right to charge 80% of the total agreement price, which represents the expenses incurred by the Company prior to cancellation.
5. Spoke Interiors Ltd at its discretion may in appropriate cases agree to late cancellation of an order by a Client subject to the Client paying the expenses incurred by Spoke Interiors Ltd prior to cancellation.

Supply of Products

6. Spoke Interiors Ltd agrees to supply the products/work at the price specified upon a confirmed order once all details of the order have been confirmed by the Client.

Remakes

7. Remakes are considered and will be treated as "priority" so the Client can complete jobs ASAP.
8. If a remake is the Client's fault then the remake item will be charged at the normal rate and delivered ASAP.
9. If a remake is the Spoke Interiors Ltd's fault, the faulty item should NOT be fitted and the fault, with photographs and a report, must be reported to Spoke Interiors Ltd (matt@spokeinteriors.com) within 14 days of delivery to comply with clause 35-36.
10. "Company fault" remakes can only be swapped for the faulty product, Spoke Interiors Ltd does not deliver a remake without picking up the faulty product.

Changes To Orders

11. No changes to an order can be made after 24 hours of a "confirmed order".
12. In the event of any modification to an order, after it has been confirmed (the deposit has been paid and manufacturing has commenced), these changes will incur a significant surcharge of up to 100% of the items sale price (and not less than £50) to the Client depending on the stage at which the change is confirmed.

Return of Deposit

13. As most products made by the Spoke Interiors Ltd are customised to the Client's specification, no deposits can be refunded unless the Spoke Interiors Ltd can not fulfil an order due to a fault of its own.

Listed Buildings/Conservation Areas

14. It is the Client's responsibility to include all details in an order to comply and fulfil all requirements for Listed Buildings and/or Conservation Areas. The Company accepts no responsibility in this regard.

FENSA & Building Regulations

15. The company accepts responsibility for supplying the correct Glass to meet FENSA and Building regulations but only if it has been clearly specified on an order to say a certain technical specification needs to be fulfilled for that order.

Showroom Supplies, Samples & Pictures

16. Representatives', showroom samples, website content and photographs are used to demonstrate a typical product and its composition. No guarantee is given that the products supplied will conform precisely with the samples. Spoke Interiors Ltd reserves the right to make minor non-aesthetic alterations to the specification of the products ordered.