

OUR TERMS AND CONDITIONS

The 'conditions' means terms and conditions of sale; 'contract' means the contract for the sale by Country Furnishings (us) and purchase by you of our Goods and/or Services; 'goods' means bespoke or made to measure curtains, blinds, cushions, other soft furnishings and/or upholstery or any other goods made by us; 'price' means the price of goods and services; 'us' means Country Furnishings whose business address is The Old Malt House, Chitterne, Warminster, Wiltshire, BA12 0LL.

Initial Meeting

Having received your acknowledgement of our terms and conditions, the first step will be to meet at your home to find out exactly what you require and where.

We'll also take any measurements while we are there, talk through options and discuss fabric ideas. There is no charge for this initial meeting to discuss fabrics, ideas and designs.

Fees

Any future consultations, visits and time spent sourcing (when considerable amount of time is spent) are charged at £30.00 per hour.

We withhold the right to charge a call-out fee of £50 (this covers locations within a 30-mile radius of our offices in Hampshire, Wiltshire and London) which is refundable upon confirmation of the order. The decision to wave this charge is made at our own discretion.

Estimates

We offer free written estimates which are valid for 3 months.

Services

We can come to your home with samples and lots of ideas. We can help to create colour schemes, measure up for curtains, blinds and any other soft furnishings or upholstery. Once you have given the go ahead we can then order your fabric and get to work.

Paint Colour Consultation

We will listen to your ideas, carefully consider the space, light and architecture and come to your home armed with lots of paint charts and samples.

We draw on colours from all paint companies so that we can be more flexible.

Once we have decided on paint colours together, we will put together a written specification listing your chosen colours and finishes, for yourself and your painter or decorator.

Travel, Fitting and Deliveries

We can arrange delivery of any item at the cost of the client, upon agreement of terms.

Lead Times

Lead times are approximately 4-6 weeks. However, during busy periods such as Christmas, this may extend to 8 weeks. Orders for Christmas must be placed by 15th November at the latest.

Occasionally, a fabric may be out of stock and sometimes without notice may be discontinued by the manufacturer. You will be notified if either of these situations arise. You will be contacted when your goods are complete and ready for collection / delivery & fitting.

Social Media

We will occasionally post examples of our work on our social media accounts. We never make any mention of names or places but if you would prefer not to have any images from your home posted then please do let us know.

Payment

All orders will be subject to acceptance in accordance with these terms and conditions. All orders are subject to a 50% deposit payment upon confirmation of the order. The balance of the order will become due on the day of collection / installation or prior to delivery. Title to the goods will remain with Country Furnishings until full payment is received.

Country Furnishings is a VAT registered company and as such, all fees and other sums due to Country Furnishings shall be subject to Value Added Tax. You are requested to settle accounts immediately upon receipt. Settlement should be made by BACS. If payment is not received within 14 days of the date of the invoice there will be a 3% additional charge.

Cancellation, Refunds & Returns

It is vital that you check all of the details before confirming your order. Once an order has been confirmed and the deposit paid, it is at the discretion of Country Furnishings if an order has progressed too far to be cancelled.

Refunds of deposits cannot be given on cancelled orders once an order has been confirmed and the fabric has been ordered.

Curtain tracks and poles are ordered in specifically and are bespoke to your requirements. In the instance of a bespoke track or pole being ordered i.e bay poles etc, they are non-returnable unless faulty.

Some fabrics have natural characteristics such as slubs in the fabric, as with linens and silks etc, these are not faults in the fabric.

Products are all made to measure, so can only be returned if faulty or not made to the specifications agreed upon.

Errors

We cannot accept any liability for errors made on your behalf.

Law

The Conditions shall be governed by and constructed in accordance with the laws of England and Wales and you irrevocably submit to the exclusive jurisdiction of the courts of England and Wales. All of the above does not affect your statutory rights.