

## TERMS AND CONDITIONS

Once a contract exists between the upholsterer, Elisa Bespoke Interiors, and the Client (whose name appears on the written estimate/quote). The contract will include those instructions written into the contract only.

1. Elisa Bespoke Interiors is responsible for the delivery of all of the upholstery work as detailed in the estimate/quote sent to the Client.
2. Any additional instructions further to the original written quote/estimate must be confirmed in writing and a price agreed for the additional work and materials, before the work can proceed. Additional work, which may not be apparent when the estimate/quote is provided, will be advised to the client on discovery, and a course of action agreed. This includes frame and spring repairs which may be hidden by upholstery and is particularly pertinent to traditional methods. If further work is required and the client does not wish to proceed, Elisa Bespoke Interiors accepts no liability for rectification work once an item has been stripped for inspection.
3. To avoid confusion telephone orders should always be confirmed in writing, e.g. via email. In addition, changes to orders will only be accepted in writing, e.g. via email.

### - FABRICS:

4. We do our best to advise the Client of the suitability of fabrics, whether supplied by us or not. However, we can only take responsibility for materials/fabrics which are supplied by us. Covering fabrics supplied by the Client is at their own risk. Shortage of covering fabric supplied by the Client is the Client's responsibility and not Elisa Bespoke Interiors's. If fabric is provided by the client a surcharge (cutting fee) of £10 per meter of fabric will be charged.
5. All old top covers and trims will be removed prior to upholstery, these will be discarded unless the Client advises that they are to be returned, and this advice must be made in writing.
6. Work undertaken for domestic Clients on furniture originally produced after 1st January 1950 must meet the requirements of the Furniture and Furnishings (Fire Safety) Regulations 1988. Amended 1989, 1993 and 2010.

Clients are advised that in order to meet these regulations any top covering fabric supplied by Elisa Bespoke Interiors must meet one of the following criteria:

- a) Be inherently compliant
- b) OR - be back coated



c) OR - be composed of at least 75% natural fibres and therefore can be used with a Schedule 3 interliner (fire barrier)

d) Work undertaken for contract use must meet the requirements of BS5852 Part 2 Source 5 (Crib 5) standards.

**Carelessness causes fire** - For further information please contact us.

7. With regard to the Client's own fabric: when a Client supplies his/her own materials or fabric, it is their responsibility to ensure that the fabric is suitable for the purpose for which they intended to use it.

8. Please ensure you request fabric companies to roll all fabric on tubes, with no more than one fabric per tube. One continuous length of fabric should be used unless an extra amount is taken into account for pattern matching. We will do our best to remove creases but this cannot be guaranteed.

9. Any problems with an order whether our (Elisa Bespoke Interiors) fault or yours (the Client) must be brought to our attention within seven days of receipt of the order. Thereafter charges will be made for any correctional work undertaken.

10. Elisa Bespoke Interiors cannot be held responsible for fabric flaws or faults with inner filling materials.

11. All fabrics ordered through Elisa Bespoke Interiors must be paid for prior to ordering.

**- PAYMENT TERMS:**

12. All orders are subject to a non-refundable deposit of 50% on labour fees and is required in advance to schedule the work. The deposit payment will form an acceptance of the terms and conditions herewith. The balance is due in full on completion of the work.

13. Interest on overdue accounts will be charged at 1.5% per month or part thereof. Payment can be made by bank transfer, cash, card payment. Details will be supplied.

14. The estimate/quote is valid for 2 months from the date of issue.

15. Elisa Bespoke Interiors may use photographic images of the clients furniture for promotional purposes. The furniture will be anonymised. Please note if a client does not wish their furniture to be used in this way they should put this in writing to Elisa Bespoke Interiors otherwise it will be assumed that Elisa Bespoke Interiors own all Copyrights.

16. Furniture can be delivered and collected at a cost which will be dependent on the size of furniture and the distance of delivery

