



bryant furnishing  
136 Alma Road, Winton  
Bournemouth  
Dorset, BH9 1AL

tel: 01202 528 063  
fax: 01202 528 063  
email: [info@bryantfurnishing.co.uk](mailto:info@bryantfurnishing.co.uk)

## **Terms & Conditions for Sale of Goods and Services.**

### **Payment Terms**

VAT is charged at the current rate and is subject to government regulations.

All prices are in UK Sterling.

Wallpapers to be paid for in full at point of order. Please see separate Wallpaper Terms and Conditions.

All made to measure orders are subject to a 50% deposit.

All Re-Upholstery work is subject to a 75% deposit.

A 1.5% fee is added for credit cards and only standard Mastercard and Visa credit cards are accepted. Debit cards, bank transfers and cheques are preferable.

Bacs Payments –

Bryant Furnishing - The Co-Operative bank SC 08 92 50 Acc No 70034718

The balance of payment is due on the day of delivery or installation. Cheques can be given to the delivery person / fitter or card payments can be made over the telephone once the delivery / installation is completed.

If deliveries / installations are staggered on different dates and over 50% of the value has been delivered / installed then payments on account must be made to pay for the items received. A 50% deposit will always be held on items that are not yet delivered.

If the customer requests Bryant Furnishing to deliver or install beyond their standard lead time of 4 – 6 weeks then payment in full will be required. Storage of customer's goods may not always be possible. In this event the customer must pay in full and take delivery of the goods. Bryant Furnishing will then carry out the installation when requested to do so.



[www.bryantfurnishing.co.uk](http://www.bryantfurnishing.co.uk)  
VAT NO: 187931322

## **Title**

Title to the goods will remain with Bryant Furnishing until full payment of the goods is received.

Bryant Furnishing are committed to protecting customers' privacy and comply with the Data Protection laws applicable to business in the UK.

## **Delivery Dates**

Anticipated delivery dates are quoted in good faith, based on information received from our suppliers. Our standard lead times on custom made goods are 4 – 6 weeks

Bryant Furnishing cannot be held responsible if these dates are not upheld.

Delayed deliveries are beyond our control and we cannot offer any financial compensation. However, Bryant Furnishing will use its best endeavors to keep the customer informed of the status of the order.

## **Deliveries / Installation**

The customer must be present on the day of delivery / installation.

Although every effort is made to deliver at the given time of day, an hour either side of the given delivery time must be allowed. Customer's must allow adequate time to be at home for installations and must check with the staff as to what the likely time frame will be.

In the event that the order cannot be completed due to fault or error on Bryant Furnishing's part this does not automatically entitle the customer to financial compensation. We will strive hard to overcome the problem or fault as soon as it is possible so that the order can be completed satisfactorily.

If we are unable to deliver / install at the agreed time due to the customer not being present at the address or access denied through no fault of Bryant Furnishing then a minimum charge of 50% of the fitting cost will be incurred.

## **Cancellation**

Goods, which have been ordered specifically by a customer, cannot be cancelled except at the discretion of the management, in which case a minimum 20% cancellation charge will apply.

If fabric needs to be returned due to a cancellation or change in preference then a re-stocking fee of 20% of the fabric value will be charged plus any carriage charges that may be incurred.



## **Made to measure curtains, blinds and all other soft furnishings**

As these items are specifically made to your requirements they cannot be returned unless proven to be faulty.

## **Underestimation or Missing items**

In the event that we have underestimated on quantity of fabric or items have been missed off a delivery the additional fabrics or items will be chargeable if they were not on the accepted quotation. Bryant Furnishing will pay the delivery charges but the customer will pay for the additional meterage or items if they were not quoted for.

## **Poles, tracks and tiebacks**

These are ordered in specifically so are non-returnable.

## **Fabrics**

Fabrics such as silks and linens often have natural characteristics. Bryant Furnishing cannot accept complaints or offer refunds for such natural occurrences. With both printed and woven fabrics every effort is made to avoid irregularities, occasionally they may occur. Fabric is not completely stable and it cannot be taken for granted that, whether printed or woven, the pattern will be completely 'square' on the cloth. Fabrics are not guaranteed against colour fading. Unless otherwise stated in the product description we advise that all fabrics are dry cleaned.

## **Shrinkage / Fabric appearance**

Most fabrics tend to shrink when laundered, cleaned or to a lesser extent whilst in use, in certain atmospheric conditions. Atmospheric conditions may vary in different weather and seasons. We cannot control these conditions and therefore cannot accept responsibility for movement or the general appearance in curtains or blinds when hung. Heavier fabrics may react to changing humidity; and the control of humidity in a room remains the customer's responsibility.

## **Making up**

Please note that for curtains we pattern match from the bottom up and for blinds from the top down, if you require anything different from this please let us know.

## **Roman blinds with blackout lining**

Please note when ordering roman blinds with blackout lining we use the blackout lining as an interlining and it is sandwiched between the face fabric and the lining fabric. To secure the three layers we use a 'stab stitch' which can sometimes cause light to filter through where it has been stitched.



## **Carriage Charges**

Carriage will be charged on orders of fabrics under 5m and on wallpaper orders under 5 rolls or 25 square meters.

## **Customer's own fabrics / Discounted internet fabrics**

We sell fabrics at the recommended retail rate. We will not offer our making up service on discounted fabrics purchased on the internet if the manufacturer is one of our suppliers.

We are happy to make up customer's own fabrics if it is a fabric that we are unable to supply. However this is only at the management's discretion and a surcharge of £6 (inc VAT) per m will apply.

## **Contract Law**

This contract is and shall be deemed to be made in England and shall be governed by English Law.

## **Terms and Conditions**

Bryant Furnishing reserve the right to amend these terms and conditions at any time without notice.

## **Statutory Rights**

These terms and conditions do not affect your statutory rights.

I have read, understood and therefore accept these terms and conditions.

Signature.....

Print Name.....

Date.....

