

## Terms and Conditions

*In these terms "client" or "buyer" shall mean the person whose name and details appear on the order form.*

*The client shall be treated as commercial or domestic according to our reasonable discretion.*

*All quotations are given and all orders are accepted on these terms. They supersede any other terms appearing on our price list or anywhere, and override and exclude any other terms stipulated or interpreted or referred to by the client whether in the instructions or any negotiations or any course dealings established between us and the client. All orders/instructions given by the client shall be deemed to be made subject to these terms.*

*All goods supplied by dreamlux limited are supplied subject to the following terms and conditions:*

*All quotations for work by dreamlux limited are valid for a period of 30 days from written quotation.*

*Acceptance of work to be carried out is deemed to be when a deposit is received by dreamlux limited. Title of goods will only pass to the buyer on receipt in full monies on that order.*

*dreamlux limited reserves the right to charge interest on overdue accounts at 8% over bank minimal rate for the time those monies are outstanding.*

*A 50% deposit payment is due on acceptance of an order unless otherwise stated or agreed and 40% payment is due 48hrs before delivery, the remaining 10% to be paid on completion.*

*All quotations unless otherwise stated will be ex works and will be delivered at the buyers instructions.*

*Fitting will be carried out if quoted, dreamlux limited will not be responsible for damages out of their control i.e. water pipes not exposed, plastered over pipes, electrical cables etc).*

*dreamlux limited will be released from any liability to the buyer if performance of the agreement is delayed or prevented by any cause whatsoever beyond our control.*

*dreamlux limited shall be entitled to suspend or cancel work in progress or delivery to the buyer if payment is not made on the due date. Orders, once placed by the buyer, cannot be cancelled nor products returned for credit, and full payment will be required. Should the client cancel prior to manufacture, a charge of 20% of the order will be required.*

*Any disputes arising between the buyer and dreamlux limited under these terms and conditions shall be determined under English law.*

*dreamlux limited guarantees all our own good from manufacturing defects for up to 6 years from the date of completion unless otherwise stated. All goods must be inspected by the buyer upon delivery and any defects must be reported immediately. The terms of the guarantee can be found on the separate guarantee document upon request.*

*dreamlux limited will not be held responsible for clients incorrect measurements.*

*dreamlux limited will not be held responsible for changes to the order once manufacture / ordering has taken place*

Payment – a bank transfer is preferred, credit cards carry a 1.5% transaction fee whether trade or retail and cheques may delay delivery of your goods as funds will need to clear before our process can start.

Cancellation – a refund of the deposit maybe possible if the manufacturing process hasn't started but otherwise no refund will be possible.

Please note that the furniture manufactured, belongs to and is the property of dreamlux ltd until the final payment is received.