

## TERMS AND CONDITIONS

- 1. Acceptance of Orders** - Conditions of the contract are set by the acceptance in writing of the quotation offered by ABISS Kitchen and Bedroom Studio limited. The quotation is set by ABISS and we do not accept offers relating to the price.

The specification of the goods in the sale will be set out in the quotation, however the confirmation of the goods on the order will apply to the final contract.

The contract will be upon the conditions above unless any changes are requested and accepted in writing by ABISS.

You should only rely on claims and procedures by authorised representatives of ABISS, which include directors, staff, and our installation teams

If for any reason we are unable to supply a product due to reasons beyond our reasonable control to any item, ABISS Solutions will not be liable to you except to offer another replacement item or that you are not charged for the item.

- 2. Pricing and Payment Terms** - Your written acceptance of the quotation is a commitment to purchase from us. A quotation is valid for 30 days from the date of the quotation. All our prices are inclusive of VAT payable unless otherwise stated or requested. A deposit of 50% of the goods on the order will be required to secure the order. A cooling off period of 7 days will be given unless instructed by you to order the goods. After the 7-day period all deposits will be non-refundable. The 50% balance of the goods will be due in the week prior to the delivery of the goods and monies must be cleared in ABISS prior to the goods being delivered.

Failure to take in an agreed delivery because of inadequate instruction, access or permissions may result in delays to an installation service and incur additional storage and delivery fees. We will not be liable for any unforeseeable loss, damage or expense you suffer which arises from any delay in the delivery of the goods from circumstances outside of our control.

A signed delivery note is proof of delivery of the goods. If you do not pay for goods delivered by the due dates, you agree that we may give notice to enter the premises to inspect the goods and if you are no longer entitled to possess the goods, to recover them from your premises. All goods must be paid for before delivery.

- 3. Installation** - Once you have ordered an installations service we will arrange times for any necessary trades to attend to carry out a survey, and an agreed date will be arranged with yourself.
- You will be provided with a dry-fit price and a schedule of works which relates to the installation of the goods we provide on the contract. A breakdown of any additional installation services will be given to you in the supplementary costs, which include additional joinery (i.e. skirtings and architraves), decoration, plumbing, electrical services, plastering and flooring/tiling and any construction work.
- You must ensure that the premises are ready for installation on the agreed date, we will agree beforehand on the services that our installers can use on your site.
- Throughout the installation there will be some disruption to the normal services within the home and reasonable access to the property for the installer is required.
- If for any reason not in our control the installation is delayed by the property not being ready for the installation or you are not in and left instructions for access, we may reserve the right to charge a delay charge. Whilst we make every effort to start and complete the installation within the given dates these are only guides for you for the installation dates.
- We will continue to provide you updates on the installation and any potential delays or issues that may arise during the installation.
- N.B we will ensure to the best of our ability that the installer performs the services with the due care and skill and observes our code of conduct and all Health and Safety rules, including COVID restrictions. If anyone in your household has tested positive or has symptoms of COVID in the week prior or during the installation please let us know immediately.**

**Removal and Disposal on the schedule of works excludes refrigeration items**

- 4. Quality** – The quality and finish of the goods will be compliant with the recognised standards in the trade as decided by an independent expert and portrayed in the showroom.

Following the installation, we will sign off the kitchen and we and you will note and snagging that may be necessary, this does not affect the installation completion if for any minor snagging, if all the items sold on the contract have been fitted, and the installation balance will still be payable. We will endeavour to complete any snagging within the lead times of the suppliers.

We reserve the right to initially request a manufacturer supplies an engineer for any fault associated with an appliance.

- 5. Cancellation Policy** - All cancellations must be in writing within 7 days of placing your order. If you are entitled to a refund, we will make this to the account that originally was charged for the deposit for the products or services. Refunds will be made at the earliest opportunity on cleared funds from yourself.

**5.1** We may cancel the contract for a serious breach of the contract which cannot be remedied within 21 days. We may cancel the contract for failed payment on deliveries by giving you 14 days written notice. We may cancel the contract if you become subject to a bankruptcy petition or arrangements are made with your creditors. If we cancel the contract under clause 5.1 you will pay any outstanding monies owed to us and with written notice we can enter the premises and remove any goods and materials which belong to us.

- 6. Our Responsibility** - **If we are in breach of these Terms and Conditions, we will be responsible for any direct losses that you suffer as a direct result to the extent that they are a foreseeable consequence to both of us**

**Our products are for personal use only and our liability shall not include any business losses.**

**Our liability to you in connection with any purchase will not exceed the total price charged for the items.**

**We will not be liable for any defects in the goods brought about by your failure to properly store, accidental damage, negligence, or maintain the goods or wear and tear including failure to follow the manufacturers instructions.**

7. **Warranty** - Warranty information for the cabinetry and doors shall to specified with the order
- All internal accessories, hinges, runners and internal fixtures is 2 years
  - Appliances are covered by the manufacturers guarantee, it is recommended that the guarantee is registered immediately
  - Worktops shall be specified on the order as long as all maintenance and care instructions are followed. Care of wooden worktops should be as per the manufacturer, laminate worktops should be cared for by eliminating exposure to heat, water on joints and spillages cleaned up immediately.
- All installation work is guaranteed for 12 months against defective workmanship
8. **Privacy** - We do not store credit card details nor do we share customer details with any 3<sup>rd</sup> parties.

**We endeavour to ensure that information we provide through the showroom and website are correct.**

**The contract is personal you and cannot be transferred without consent from the owners of ABISS Kitchen and Bedroom Studios limited.**

I agree to the terms and conditions

NAME

SIGNED

DATE