

Chatelaine Interiors Ltd Terms and Conditions

Quote

Our quotes give you an indication of the quantities of fabric required. However, should the specification change we will notify you beforehand with a revised quotation. If this change is after placing your order, then we will adjust this in your final balance.

We aim to be as accurate as possible when we provide quotes, however, should there be any mistakes then we will notify you as soon as possible. E.g. more fabric required.

We provide advice to our customers. It is down to our customers to make their own final decision on these recommendations. If you find the resultant solution to be not to your liking, then we will do our best to ensure the customer is happy. However, if further works are required then we may charge for this work and/or extra materials.

Invoice

When a quote is accepted, we convert this to an invoice. To place your order, we kindly request a 50% deposit payment is made via BACs to the bank account details on the invoice document. We then aim to order materials within a working day. We cannot be held responsible for our suppliers not having stock or their delivery timescales. The balance of your invoice is payable upon delivery or installation.

Fitting

We book a fitting date which is mutually convenient with you. However, we cannot be held responsible for any commitment to that date as we use a third-party firm for hardware installation.

Order placement

Our products are made to measure, bespoke items. Once the order has been placed, there is no refund available, unless the goods are faulty.

Customer own fabric

If a customer supplies us with fabric that they have sourced themselves, then the customer is responsible for the quality of that fabric. If there are any issues e.g. flaws etc, then we will make you aware of this and it is the customer's responsibility to deal with the fabric company to source replacement fabric.

Blackout products

When blackout lining is applied to curtains, there will be some light leakage from the top, bottom and sides of the curtains. When roller blackout blinds and/or roller blinds are supplied there will be some light leakage from the top, bottom and sides of the blinds.

Delivery

We aim to deliver your product and fit (if required) within 4-6 weeks from delivery of fabric to us. If you have a shorter timescale that you would like us to work to, we try work to your timescales, however due to workload we are not always able to do so. We cannot guarantee delivery and installation dates; however, we will keep you up to date at all times on the progress of your products.

Promotional activities

From time to time we like to photograph images of your products to use on our website and on other promotional material. We also like to use our customers' wording for testimonials. If you are not happy with this or indeed would like to be completely anonymous, please tell us.

Issues

Child safety devices sometimes activate. If this happens within one year of delivery and you want us to reset the blind, then no callout fee will be charged. After the one-year period, a charge of £35 + VAT will be made.

If there is any failure of e.g. corded tracks or any other issues during the first year after delivery no callout fee will be charged. After the one-year period, a charge of £35 + VAT will be made.

The only exception to the above is if there are external issues e.g. pets chewing through cords etc. to rectify these issues at any time will incur a callout fee of £35 + VAT. Depending on the amount of damage further hours may be charged for at £35 per hour + VAT.