

Preparing for your new Bedroom or Home Living Furniture

Guidance Notes

Thank you for choosing us to supply and install your new Bedroom and/or Home Living Furniture. The following guidance notes will help determine a common understanding of what you should expect from the materials used, the delivery arrangements and the installation itself. Please read carefully and contact us if you have any questions.

MATERIALS USED

- Components made of wood, naturally occurring materials, or materials covered with veneers will display a variety of natural grain and colour characteristics that are typical of the material chosen, some of which may not necessarily appear in showroom displays or in photographs of the furniture range. Please consider this point carefully we **cannot** supply specially matched components.
- Due to the nature of our products neither us nor our partnering manufacturers would consider a product faulty or require replacement if an imperfection can only be seen using a magnifying glass, a zoomed in photograph or similar. The industry recommendation is that if an imperfection cannot be seen at arm's length this would be considered within acceptable tolerance.

PROJECT PACK

- The Project Pack will be issued following signed Acceptance and the verbal agreement of installation dates.
- Within the Project Pack, the plans, images, and orders issued will supersede all paperwork, illustrations and pictures previously issued, prior to the date of the Project Pack. Please check the details within the Project Pack carefully to ensure that it matches your specifications.
- Please check any plans, elevations and perspectives that are produced for you on our CAD (computer-aided design) system. Elevations, perspective views and colours are strictly for impressions and guidance only.
- Double check that the handles, internal configurations and accessories meet your requirements.
- Our furniture is manufactured to meet your requirements, you cannot change your specification once your order is in production (Usually 6 weeks prior to delivery). Any alterations after this point may result in additional cost to you.
- If your room structure changes after our survey, you must let us know so that we can arrange a further visit. You will be responsible for the cost of any replacements or alterations that may be needed following this visit.

PRIOR TO FITTING DATE

- Where building work or any other major works are involved before the scheduled installation, please ensure the required works will be completed on time as we may be unable to cancel/change the fitting/delivery once the date has been confirmed and agreed in writing.
- The area of work must be completely cleared of your possessions to allow the work to take place. Furniture, beds loose items and ornaments should all be removed. Construction and heavy cutting work will occur, therefore for practical and safety reasons, the fitter will not be able to commence work without a clear site.
- Your new **Bedroom** furniture will be fitted to the floor, so carpets must also be removed. Should existing carpets require re stretching or re fitting afterwards you will need to arrange for this and the associated costs involved.
- If we have arranged to remove your existing built-in furniture, please remove all contents from these units. All electrical components should also be removed. Our fitter will not undertake the responsibility of disconnecting or reconnecting any electrical components contained within the room/s.
- We recommend that curtains and all furnishings are removed as there will be a considerable amount of dust which may prove difficult to remove afterwards.
- When we quote to remove existing furniture, this involves the ripping out and disposal of items. This process **does not** include a careful removal of the items for reuse unless this is agreed with us in writing prior to our agreed start date.

Furthermore, if you decide to arrange the removal yourself, the removal of the items needs to be completed prior to our agreed start date.

- If you are concerned about potential risk of Asbestos, please arrange, at your own cost, a survey prior to your installation date. We do not arrange or take responsibility for this.
- Prior to the delivery and/or installation of the products, we will carry out a Technical Survey, this is conducted to re-confirm the details and measurements of the designer's survey. If the survey uncovers something which we consider to be a major issue, we will enter discussions with you to find a compromise or solution.
- Where parking permits are required, please ensure that permits are obtained and prepaid if necessary.
- If you have a medical, health or well-being condition or a disability which may impact the way we work or adversely impact this condition, is it your responsibility make us aware of this prior to acceptance so we can schedule and plan accordingly.
- You will be responsible for ensuring access to toilet facilities in the property or alternatively by means of a portalo. The arrangement of and payment for the portalo is to be your responsibility.
- Final decoration of the room is generally best left until all works have been completed however for front-frame system wardrobes (without backs) it is advisable to prepare the walls beforehand with a coat of emulsion, or similar, prior to our arrival.
- Any additional installation work required and that is not listed on the Quotation or Acceptance Form will be subject to additional costs.

DELIVERY AND STORAGE

- We will agree in writing the installation start date and a delivery date.
- We will do our best to deliver the supplied components of your room on the estimated date. If there is a production delay, we will agree a new delivery date with you, but we cannot accept liability for any direct or indirect loss arising from delay.
- A suitable storage area for all the goods to be delivered will have to be arranged on your premises. It is not recommended to store any items outside, because of the unpredictability of the weather. Furniture and the associated parts should not be stored for a long period in a damp or freshly plastered space. We cannot be responsible for any damage or deterioration to furniture installed under these conditions.
- The amount of space required is, of course, dependant on the number of materials and items to be delivered. We can offer an estimate on the amount of space required on a case-by-case basis.

DURING INSTALLATION

- Fitting a Bedroom and/or Home Living Furniture is a major construction project which will most likely disrupt your routine. The room will be unusable for a period of time. Our installers will keep your rooms and agreed working area as tidy as possible.
- During this project you will need to organise alternative arrangements for the normal use of these rooms.
- We recommend that areas surrounding the rooms are covered and furnishings are removed as there will be a considerable amount of dust which may prove difficult to remove afterwards. A clear site is recommended and will assist you in respect of any cleaning which is required after the completion of the works.
- It is important to understand that our fitters will be using powerful cutting tools, which at times are very noisy and disruptive. It is therefore, in your own interest to vacate the area when work is in progress or arrange another suitable room to use.
- Although we make every effort to ensure that all work has been estimated for accurately, certain tasks or requirements may only become apparent when your existing furniture and appliances have been removed. Where this is the case, we will let you know what the cost of any necessary additional work will be, and this will be charged to you at the end of the week of installation.
- Because the time required to install a bedroom and/or Home Office varies from home to home, we use our experience to provide an estimated time scale for the works involved. However, this should be followed as a guide only.
- We cannot accept liability for reconnecting office equipment. Please note that any computer equipment removed and set aside will have to be reconnected by the customer or by your own computer technician, at your own expense.
- We will **not** be responsible for altering the original 'fabric of the room' for example if walls, ceilings, or floors are out of square. If this type of building work is required, it will need to be completed prior to our installation work.
- Our Fitters will not be insured or qualified to undertake any electrical work.
- **Angled Doors Note** - Due to the accuracy required Angled Doors will be measured and ordered once the initial installation is complete. Angled Doors can take 4-5 weeks from order to installation.

ANCILLARY PRODUCT DELIVERIES

- We will not accept liability for any products supplied by you or existing products that are being reused, which are found damaged, faulty, or missing at the time of installation. We strongly recommend that all products ordered and delivered by other suppliers for inclusion in your installation are unwrapped and checked at the time of delivery to your home.
- Items being supplied by you that are not available for fitting at the time of the scheduled installation, will be subject to additional installation charges over and above any previously agreed installation costs. We cannot guarantee a time or date when the re-fitting of late or missing items will be completed.

COMPLETION OF WORKS

- Although we aim to leave the Bedroom and/or Home Living Furniture reasonably clean and tidy, it will be necessary for you to thoroughly clean the new furniture before use.
- If we are disposing of your items and associated rubbish, we will arrange this as soon after completion as practical. We cannot guarantee it will be immediately following completion.
- Our team and our installers will check the products for faults or damage following delivery and during the period allocated for installation. Once our installers have left the property **you are then responsible for checking faulty, damaged, and missing items**. These must be reported to us within 7 days of installation. Failure to do so may result in you having to pay for replacements.
- We always aim to finish your Installation during the agreed scheduled period; however, if remedial work is required, we will aim to complete it as soon as possible. Note that as items are being custom made to order, some remedial parts can take up to 4-5 weeks to manufacture.
- Decoration which includes replacing skirting boards and architrave is not included for in our schedule of works. This should be arranged by the customer on completion if required.

AFTER SALES SERVICE

- To keep communications open and straightforward we will use instant messaging to achieve this during the process. Throughout your installation we will keep you updated on any outstanding works. If you should have any queries, please use the instant messaging service or call us on 01753 642362 (Farnham Common) or 01784 245964 (Ashford) or by writing to us at info@ashfordinteriors.co.uk and we will be happy to help.

Thank you again for your business, it is very much appreciated.