



Our Terms of Business

We want the agreement we enter into with our customers to be straightforward, in plain English and fair to both parties.

GENERAL

If you accept our quotation, we agree to provide the service described in it and any items as specified in it at the costs detailed with care and skill to our usual high standards.

By accepting our quotation, you are agreeing to these terms and the provisions and prices quoted in it.

Any changes to the exact specifications described must be agreed in writing and the costing may be either reduced or increased accordingly. You will be advised in advance of any such changes.

Whilst we will endeavour to adhere to any agreed completion dates, we cannot be held responsible for any delays caused by circumstances that are out of our control, such as late fabric delivery.

Finished products, whether installed or not, remain the property of C C & I Ltd until they are paid for in full.

FABRIC

We are happy to work with fabric we haven't supplied. If you are supplying your own fabric, it will be your responsibility to have it delivered to us.

Checking fabric for flaws is essential and we inspect all fabrics we will be working on for defects before cutting into it. This process is time-consuming, so, if we haven't supplied the fabric, for lengths over ten metres, we may charge a small fee for this service.

If flaws are found in fabric you have supplied, we will point them out to you, but it will be your responsibility to negotiate its replacement with whoever you purchased it from.

We cannot be held responsible for fabric fading caused by sunlight or for shrinkage to curtains, blinds or soft furnishings that have been washed, dry-cleaned or exposed to varying levels of humidity.

Should you have a change of mind on fabric ordered, provided we haven't commenced work on it, the supplier may accept its return, usually subject to a re-stocking fee in the region of 20%.

HARDWARE

Prices quoted for any hardware (poles, tracks) referred to in the quotation are for supply only.

We always insist that the installation of any hardware using cording complies with the relevant child safety regulations.

We will recommend an approved specialist to install any hardware, who you will pay separately and directly. The fitting fee shown in the quotation is an estimate of the eventual fee and may be subject to any variances that may occur at site that couldn't have been anticipated when producing the estimate.

If you choose to install your own hardware or have it installed by your own contractor we cannot take any responsibility for any failure, faults or other problems that arise out of that installation.

Once poles and tracks have been made to specific measurements, suppliers will not accept them back should you have a change of mind.

PROBLEMS

In the unlikely event of a problem with an order, whether our fault or yours, it must be brought to our attention within 30 days of delivery of that order and wherever possible we will rectify it. Thereafter charges may be made for any corrections agreed necessary where we are not at fault. We will not be responsible for any costs involved if you have another contractor make alterations or changes to goods we have supplied that we haven't specifically agreed to.

PAYMENT

The full cost of fabrics, other than linings, and hardware we are supplying are payable in the form of a non-refundable deposit upon confirmation of the order, with the making costs payable on delivery by cheque or credit card or within twenty-four hours if being paid by internet banking.

On larger projects we may request a 50% advance on the making costs.

Whilst there is no surcharge for payment by credit card, we ask that invoices exceeding £2,000.00 are paid by means of on-line transfer.

APPROVAL

We request that you, whether the end client or an instructing interior designer, are on site to approve the finished project when we deliver and install.

Cotswold Curtains & Interiors is the trading name of C C & I Ltd
Directors are Lesley Duro and Mike Hayes
The company is registered in England & Wales number 05443467 and VAT registered 713 6886 15.