

### **Terms and Conditions:**

- A) Our Design service will require full settlement of invoices in advance of work being started.
- B) Our Supply of fabrics and materials will require an upfront payment to cover for the cost of materials to be bought.
- C) Service charge for sourcing materials and [make] service time will be based according to size, quantity, complexity, and time needed to complete.
- D) Our Design Service Charge will include site visit, consultations, production of preliminary concepts, mood boards, amendments and final designs agreed.
- E) Once the work of production begins, refunds cannot be given. Any cancellation or Refunds requests must be made before the sourcing of materials begin and if for the [MakerOnly] service, then before the cutting and stitching process begins. We will always notify you in writing when the stitching or sourcing process begins.
- F) When we procure or supply the fabrics for our [make service], we will endeavour to obtain information about its compliance with fire Safety regulation requirements but generally the area of material supply that this business service is involved in, does not require us to ensure that the materials supplied are 'fire resistant'. Please see below list for what items are covered by the fire Safety Regulations. You will note point no. (11) below that the regulation does not cover items: duvets, loose covers for mattresses and pillows, scatter cushions, curtains (therefore blinds), and carpets (or rugs).