

# Terms and Conditions of Payment



## **Burton Bespoke - Terms and Conditions of Payment** **Valid from 1st January 2025**

### **1. Payment Terms**

- 1.1. All invoices issued by Burton Bespoke must be paid in full within seven (7) days from the date of the invoice unless otherwise agreed in writing.
- 1.2. Payments must be made via bank transfer or other agreed payment methods as specified on the invoice.
- 1.3. Any deviation from these payment terms must be agreed upon in writing by Burton Bespoke before work commences.

### **2. Deposits and Final Payments**

- 2.1. A non-refundable deposit is required to secure your order and initiate production. The deposit amount will be specified in the quotation and invoice.
- 2.2. The final payment, as outlined in the invoice, is due 7 days after the day of completion.
- 2.3. The standard payment schedule is as follows:
  - **For projects under £10,000 + VAT:**
    - 30% deposit at the point of sale
    - 30% payment one month prior to manufacturing
    - 40% payment upon completion
  - **For projects exceeding £10,000 + VAT:**
    - 10% deposit at the point of sale
    - 50% payment one month prior to manufacturing
    - 30% payment one week prior to delivery
    - 10% payment upon completion
  - **For kitchen projects:**
    - Cabinetry will follow the same payment schedule as above (depending on project value)
    - Appliances, worktops, and handles must be paid in full at the point of ordering

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2.4. Failure to make the final payment may result in delayed delivery, installation, or legal action to recover the outstanding amount.

### **3. Late Payment and Interest Charges**

3.1. If payment is not received within the agreed seven (7) day period, Burton Bespoke reserves the right to charge interest on the overdue amount at the statutory rate in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

3.2. Interest will be charged daily until the outstanding balance is paid in full.

3.3. In the event of non-payment, Burton Bespoke reserves the right to engage debt recovery services, and any additional costs incurred will be the responsibility of the client.

### **4. Amendments and Cancellations**

4.1. Once an order has been confirmed and a deposit has been paid, cancellations or amendments may not be possible. Any changes must be discussed with Burton Bespoke and may be subject to additional charges.

4.2. If an order is cancelled by the client after work has commenced, Burton Bespoke reserves the right to retain all payments made up to that point to cover incurred costs.

### **5. Natural Timber Disclaimer**

5.1. If a project involves the use of natural timber, the client acknowledges that timber is a living material that will expand and contract seasonally due to changes in temperature and humidity.

5.2. Burton Bespoke will not be held responsible for any movement, warping, or cracking that occurs as a result of seasonal changes or environmental conditions.

5.3. If a natural timber component is found to have moved due to a manufacturing error, each case will be reviewed at the discretion of Burton Bespoke, and if deemed a manufacturing issue, it will be rectified.

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## **6. Client Responsibilities and Deadlines**

6.1. The client is responsible for making timely decisions regarding design elements, including finalising and approving drawings, handle choices, and colour selections, by the deadlines set out in the email from Burton Bespoke.

6.2. Delays in providing these approvals may result in project delays, for which Burton Bespoke will not be held responsible.

## **7. Design Changes After Approval**

7.1. Once a design has been approved for manufacturing, any requested changes will require the project to be re-costed.

7.2. Any time spent altering the drawings due to these changes will be charged at a rate of £70 + VAT per hour.

7.3. Any changes may also impact the project timeline, and Burton Bespoke will not be held responsible for resulting delays.

## **8. Customer Obligations**

8.1. On the day of delivery and installation, the room in which work is being carried out must be as clear as possible.

8.2. The client is responsible for removing ornaments, pictures, and other fragile items to prevent potential damage.

8.3. Burton Bespoke will not be held liable for any damage caused to items that were not removed prior to installation.

## **9. Goods Damaged After Completion**

9.1. Once the project has been completed, any damage occurring thereafter may be subject to additional charges for rectification.

## **10. Marketing and Photography**

10.1. Burton Bespoke reserves the right to take photographs and videos of completed projects for marketing and promotional purposes.

10.2. If you ('the client') object to this, they must provide written notice prior to any photographs or videos being taken.

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## **11. Manufacturer Warranties**

11.1. Items such as handles, sinks, taps, and other fixtures will follow the guarantee and warranty terms set out by the manufacturer.

11.2. Any warranty claims for these items must be directed to the manufacturer, Burton Bespoke may help with this at their discretion.

## **12. Legally Binding Agreement**

12.1. These Terms and Conditions are legally binding and enforceable. By making a deposit or payment to Burton Bespoke, the client agrees to abide by these terms.

12.2. These terms are subject to change, and any updates will be communicated in writing.