

# Terms & Conditions

Allwood Living PL makes every effort to run a reputable business and has the following Terms and Conditions for trading.

A quote is provided as a starting point and can be refined if necessary. After this, a 35% deposit is needed to place your order. This is more than most deposits, but is set at this amount due to the fact our furniture is custom made and you the customer is the person who holds its value. The deposit is non refundable (except under exceptional circumstances determined by Allwood Living PL).

Following receipt of your deposit, plans and details are drawn up to suit your custom made furniture. These include scaled drawing, details and sometimes samples to ensure your furniture is made just the way you want it. This can sometimes be a lengthy process but it is very important this is done thoroughly to ensure complete satisfaction by both parties at the end. Two sets of plans are produced, one for each party and are signed to indicate acceptance. It is at this point that materials can be ordered and production started. We can also provide you with a more accurate delivery / installation date.

For smaller free standing pieces of furniture there is very little required by the customer until delivery. We make every effort to keep in touch (via email) with our customer during the production process to keep them updated.

For larger, multiple pieces of furniture and fitouts, the process is a little more involved. There are usually several stages in jobs like this as some pieces need fitting before the next pieces can be made. During these stages, progress payments are required to keep up to date and avoid large amounts owing at the end. The amount never exceeds the amount of materials purchased and / or level of work completed. At this stage of the process, customers are asked to check over the work and bring to our attention anything they feel is not satisfactory or differs from the plans.

A final invoice is issued on completion outlining all payments made and changes (if any) that have been made that differ from the original quote. This invoice is strictly COD and no accounts are given. If payment is not received within 5 working days of the invoice being issued, late fees and / or overdue charges can be applied. This is in place in order for Allwood Living PL to keep its operating costs to a minimum and ensure our customers receive the lowest possible prices.

We ask all our customers to follow the above Terms and Conditions to help us best serve all your needs and requirements.