**ZENTERIOR DESIGN TERMS AND CONDITIONS**

**TERMS OF SERVICE**

The terms of service is a legally binding agreement between you (“you”, “your”, “the client”) and Zenterior Design. By using Zenterior Design’s services you confirm that you have read, understood and agree to be bound by all the terms and conditions outlined in this agreement.

1. **PRICES AND PAYMENT TERMS**
   1. All prices offered for goods supplied directly by Zenterior Design are accurate on the day that the quote is issued and will be honoured for 30 days thereafter unless otherwise stated. Quoted prices of goods and services will be adjusted after the 30-day period in accordance with any changes made by Zenterior Design’s suppliers.
   2. All prices quoted for disbursements to be purchased on behalf of the client are accurate on the day that the quote is issued. The client will be informed of any changes to prices that occur by the time the disbursement purchases are being made and given the option to proceed on this basis. In the instance of a price reduction, the difference will be refunded or credited against any remaining account balance.
   3. In the unlikely event that there is an error on your quote or that the specified price is no longer possible, you will be notified as soon as the error becomes apparent and offered the opportunity to proceed or retract that aspect of your order on that basis.
   4. Estimated, anticipated or advisory quotes for labour or supplies are subject to change based on the actual time and elements required to complete the work.
   5. All prices are quoted in UK pounds.
   6. An order is not considered confirmed and will not be actioned until the deposit or product payment has been received and processed.
   7. By proceeding with an order, the client agrees to pay the balance on all goods and services when the goods are delivered or fitted, or when the goods are ready but delivery or fitting is delayed by the client, or upon receipt of the invoice for services.
   8. Payments should be made by BACS transfer within 7 days of receipt of invoice, unless otherwise agreed in advance with Zenterior Design.
   9. Zenterior Design reserve the absolute right to accept or refuse any payment, made in any form.
   10. Zenterior Design reserve the right to suspend works if interim invoices are not paid in good time. Zenterior Design is under no obligation to refund deposit payments if works are suspended for this reason.
   11. If an invoice is not settled within 7 days of issue, Zenterior Design reserve the right to charge interest at a rate of 4% above the Bank of England base interest rate chargeable from the 8th day following the issue of the invoice until the account is settled in full.
2. **OWNERSHIP OF GOODS**

All goods supplied remain the exclusive property of Zenterior Design until the balance payment has been received in full.

1. **LEAD TIMES**

All lead times given are estimated. Although Zenterior Design’s lead times are almost always accurate, circumstances beyond their control can occur that can cause these estimates to be adjusted.

1. **CLIENT ORDERS, RETURNS AND REFUNDS**
   1. As the majority of goods are either ordered specifically, or made bespoke for each client, all orders become binding at the point of confirmation. Some companies associated with Zenterior Design will accept the return of non-bespoke goods, if they are returned in resalable condition and within a short time frame. A restocking fee is chargeable for this service which is payable by the client. Not all companies accept returns.
   2. Made-to-Measure goods are non-refundable.
   3. All orders are subject to availability.
   4. Goods supplied may differ from goods imaged. You will not be informed of minor changes, unless you have specified that you would like to be. You will be consulted regarding larger changes.
   5. Colour variation will occur in all dyed and natural products and between paint batches where applicable.
2. **YOUR RESPONSIBILITIES**
   1. You are responsible for ensuring that the project site is safe and access to required areas for works is easily viable.
   2. You are responsible for any fees incurred for failed deliveries to site.
   3. You are responsible for any fees incurred for arranged site visits where access is not possible.
   4. You are responsible for checking the details of the quote. Confirmation of an order is confirmation that all details of the quote are accurate, complete and suitable for your requirements.
   5. You are responsible for making payments on time.
   6. You are responsible for the condition of goods from the time they are delivered to site.
   7. You are responsible for any delays to works if Zenterior Design has been unable to contact you or obtain a satisfactory answer from you at a reasonable time with queries that require an answer in order to proceed.
3. **LIABILITY**
   1. Zenterior Design is not liable for any issues arising from changes made to the space that is being measured after the event of the measure.
   2. Zenterior Design is not liable for any issues arising from inaccurate measurements supplied by the client or on behalf of the client.
   3. Zenterior Design is not liable for any issues arising from inaccurate or incomplete information supplied by the client or on behalf of the client.
   4. Zenterior Design is not liable for damage or changes to goods that occur as a result of atmospheric conditions. This includes but is not limited to shrinkage or relaxation of soft furnishings due to heat or humidity, fading or other sunlight related damage, or bowing, splitting or mould damage in damp environments and general wear and tear.
   5. Zenterior Design is not liable for any loss of profit, loss of business, business interruption, or loss of business opportunity directly or indirectly related to your order.
   6. Zenterior Design is not liable for third party products and services.
   7. Zenterior Design are not liable for any unforeseeable loss or damage.
   8. Zenterior Design are not liable for the cost of repairing any pre-existing faults or damage to your property that are discovered while providing services or issues that become apparent as a result of works carried out.
4. **PRIVACY**
   1. Your data will be kept and processed for the purposes of providing the agreed goods and services.
   2. Your data will only be shared with third parties directly related to completing the agreed work.
   3. Your details will be kept for reference after your order is completed for a reasonable time.
   4. Zenterior Design do not keep any client bank or payment details.
   5. Zenterior Design do not otherwise share information with third parties in any capacity other than those directly relating to your order.
   6. All client files are kept in a locked room unless in the possession of a tradesperson on site for the purpose of completing the works.
   7. Any photographs taken by Zenterior Design of your property may be used on the Zenterior Design website or social media only in compliance with Zenterior Design’s privacy policy, meaning that no identifying or sensitive material will be visible in any image.
   8. Zenterior Design will not use photographs of your property without your verbal permission.
   9. Zenterior Design respect your right to change your mind, so if you have given permission for photographs of your property to be shared and later decide that you no longer wish for these images to be available, Zenterior Design will make every reasonable effort to remove the images where applicable.

**We reserve the right to make changes to these terms and conditions as necessary at any time.**

**Please send any queries to: mail@zenteriordesign.co.uk**