

The Club Kitchen & Interiors Ltd

At The Club Kitchen & Interiors Ltd, we believe the kitchen is the heart of the home. With every project we undertake, we are committed to protecting that heart at every stage.

These Terms & Conditions are designed to clearly set out our promises, responsibilities, and the obligations of all parties involved, ensuring a smooth and timely journey towards your completed project.

Please read the following carefully. If you have any questions, contact The Club Kitchen & Interiors Ltd team before proceeding.

1. Contract Confirmation

We aim to ensure every aspect of your kitchen is accurately specified and agreed prior to ordering.

- All components will be checked and confirmed with you before your order is placed.
- All materials listed in your quotation will be supplied.
- Payment of the order confirms your acceptance that all items have been reviewed and approved.

Any additional items ordered after confirmation will be supplied separately and will require a new quotation, unless otherwise agreed in writing by The Club Kitchen & Interiors Ltd.

Please ensure all plans, quotations, and these Terms & Conditions are checked thoroughly prior to order confirmation. We cannot accept responsibility for errors or discrepancies in orders that have not been fully reviewed and approved.

2. Cancellation Policy

In the unlikely event that you need to cancel your order, the following conditions apply:

- Written notice of cancellation must be received within **24 hours** of receipt of your order confirmation.
- Cancellations made within this 24-hour period will incur a **design service charge**.
- Painted kitchens must also be cancelled within 24 hours of order confirmation.

Cancellations outside this period may not be possible due to supplier production commitments.

3. Payment Terms

- All quotations are valid for **30 days**, unless stated otherwise in writing.
- A **non-refundable deposit** is required upon placement of any order.

- Full payment must be received no later than **10 working days prior to delivery**, unless otherwise agreed in writing.

Payments are to be made via bank transfer to:

The Club Kitchen & Interiors Ltd

Retention of Title

All goods remain the property of The Club Kitchen & Interiors Ltd until full payment has been received.

Failure to meet payment terms may result in delayed delivery or legal action if resolution cannot be reached.

4. Delivery Terms

- All deliveries are **kerbside only** as standard.
- A responsible adult (18+) must be available to receive and move items indoors.
- If this is not possible, a two-person delivery service can be arranged at a cost of **£250**.

All items must be checked for damage or missing parts within **48 hours** of delivery. If this is not possible, you must notify The Club Kitchen & Interiors Ltd immediately.

- Items measuring **90cm or taller** must be stored flat to prevent warping.
- Refused deliveries will incur a **restocking fee** and additional carriage charges.

5. Delays

In rare circumstances where manufacturers experience delays due to factors such as production issues, weather conditions, or transport disruptions, we will notify you as soon as possible.

The Club Kitchen & Interiors Ltd cannot accept responsibility for time lost on a project due to such delays and does not offer compensation for delay, inconvenience, or associated costs. However, affected orders will be prioritised wherever possible.

As our kitchens are handcrafted, occasional human error may occur. We appreciate your understanding while we resolve any issues promptly.

If your project is delayed due to contractor-related issues, please inform us immediately. Re-routing or storage charges may apply.

6. Worktops, Sinks, Taps & Appliances

Worktops, sinks, taps, and appliances may be supplied by third-party providers. While we aim to meet preferred delivery dates, delays may occur due to external factors. We will contact you promptly should this arise.

7. Design Services

Appointments

For on-site or in-home appointments, please ensure suitable parking is available and advise us of any restrictions or charges. Please also refer to our Health & Safety Policy.

Virtual Reality (VR) Experience

Virtual Rendering may cause dizziness or nausea for some users. We recommend short sessions and encourage you to ask questions beforehand. The Club Kitchen & Interiors Ltd accepts no liability for any medical or physical effects resulting from VR use.

Kitchen Designs

All designs are produced using CAD software and are intended as a visual guide only. It is your responsibility to review and approve all designs carefully. The Club Kitchen & Interiors Ltd cannot be held liable for misinterpretations once designs are approved.

Photography

We reserve the right to photograph completed projects for reference and marketing purposes. By confirming your order, you consent to professional photography once installation is complete.

8. Installation

Installers

All installers are fully vetted subcontractors and hold their own insurance. The Club Kitchen & Interiors Ltd insurance covers supply only.

Parking

Adequate parking must be available for installers. Any parking fines incurred will be recharged to the client.

Electrical, Plumbing & Building Works

Our installers are not insured to carry out plumbing, electrical, or structural works. Your appointed tradespeople are responsible for:

- Socket positioning
- Cutting sockets in islands or pantries (unless agreed at order stage)
- Extractor advice and connections
- Skirting, wall and floor levelling
- Aligning services with the approved kitchen plans

9. Flooring

New flooring should be installed prior to kitchen fitting where appropriate. Flooring must be protected during delivery and installation.

10. Furniture Protection

Kitchen installation can be disruptive. Furniture and surrounding areas must be adequately protected. The Club Kitchen & Interiors Ltd cannot be held responsible for damage where protection has not been provided.

11. Cleaning

The installation area must be clean and free from debris before work commences. Failure to do so may result in delays.

Post-installation cleaning is not included. Cleaning service recommendations can be provided upon request.

12. Heating & Air Quality

The installation environment must be dry and climate-stable. Wet paint, plaster, or unfinished exterior works may cause damage to natural materials. Heating should be operational for several days prior to installation.

13. Company Information

The Club Kitchen & Interiors Ltd

Registered in England & Wales