

### **Definition**

The services and products supplied to you the customer, subsequently referred to as 'you' in this document under these conditions of sale are provided by Blue Jigsaw Ltd Trading As Portobello Interiors, subsequently referred to by 'us' 'our' and 'we' in this document. This agreement is covered by English law. These conditions of sale do not apply to any products or services purchased through any of our websites. These conditions of sale are subject to change without prior notice.

### **Quotations**

Quotations are valid for 28 calendar days from the date of issue.

Acceptance of a quotation, in full or part, means you agree to our conditions of sale.

### **Order confirmation**

To confirm and accept your order a mobilisation payment of 50% is required. Once we have received cleared funds your order will be considered to be confirmed. Your mobilisation payment acts as confirmation of your order. **All balances are due prior to fitting, installation, delivery or collection of goods.**

Once monies have been received by us there is a 48 hour cooling off period whereby you can cancel your order and obtain a full refund of your deposit. After that time your mobilisation payment is non-refundable and the full amount of the order is payable. We reserve the right to agree to alternative arrangements for order confirmation from those stated in this agreement.

### **Order Cancellation**

After the 'cooling off' period your order cannot be cancelled.

### **Timescales**

Please note lead times quoted are approximate and subject to change. In light of the pandemic this has affected supply greatly and whilst we try hard to achieve estimated delivery dates sometimes this is out of our control. We accept no liability for consequential losses caused by a delay in your order.

Soft furnishings - are approximate and subject to change if fabric is unavailable or faulty. An approximate lead time for made to measure goods is approximately 6 weeks from order confirmation.

### **Payment**

Bank transfer / BACS payment is our preferred method of payment.

We accept most but not all credit and debit cards. We accept cheque payment.

For credit / debit card payments we will send a link via our main website through Sagepay which is specific for you and is by prior agreement only, card payments by telephone or any other communication method are not accepted.

Account name: Blue Jigsaw Ltd T/A Portobello Interiors

**Bank:** Santander **Account number:** 41164631 **Sort Code:** 09-06-66

### **Bespoke Goods & Sizes**

All soft furnishings, upholstery, shutters, blinds, furniture, poles and tracks supplied are made to measure and are considered as bespoke items and services. Bespoke goods cannot be returned unless a manufacturing defect exists.

If you have provided measurements to us, no responsibility is taken by us for goods that do not fit.

Where bespoke furniture is being made, we provide you with measurements for you to agree; once agreed by you we cannot accept any changes to the sizes.

### **Making-Up Service**

If on the rare occasion we agree that you can supply your own fabric as part of a quotation we will add a surcharge of 25% of the total cost of the quotation. We take no responsibility for any manufacturing faults with customer supplied fabric. Goods made by 'making up service' are non-refundable.

### **Colours – Shade Variances**

Please note there may be a slight shade variance to the sample shown / supplied. Shade variances exist due to different production batches by the manufacturer. Shade variance is not an acceptable basis for a customer complaint in relation to products and services provided by us. Shade variance will be within accepted UK manufacturing tolerances.

### **Special Orders & Painted Furniture**

Wallpaper & furniture ordered in specifically for you is considered a "special order" and is not returnable. For wallpaper – please check the quantity required as we do not accept returns on any wallpaper orders. Furniture will be painted as per quotation only and this service is considered as a bespoke service.

### **Client's goods**

Items stored for clients by prior agreement will be held for no longer than 6 months. If after that time the client fails to collect after notification Portobello Interiors reserves the right to dispose of items held.

### **Guarantee**

Soft furnishings, upholstery, blinds, furniture, poles and tracks supplied by us are guaranteed for one year from date of installation. Shutters are guaranteed for 3 years from date of installation. This guarantee does not include accidental or deliberate damage or damage caused by external factors including but not limited to damage caused by sunlight, moisture and excessive heat. Call out charges may apply if upon inspection by us, damage has been caused factors outside the scope of the guarantee.

Furniture, hinges – runner's handles are covered for one year from date of purchase.

General wear and tear is deemed as acceptable along with minor marks from usage.

If furniture is assembled by the client and the furniture suffers damage we accept no responsibility for the damage.

### **Photography**

We photograph of our installations for quality control and marketing purposes. We use photographs for new clients, on our websites, social media and press coverage. At no time is any reference given to you or your specific address; if any location description is provided it will be limited to town or county name. At no time will there be any person/s photographed. If you do not want images of your installation used for marketing purposes please tells us in writing or by email. Images are the property of us and are protected by copyright law.

### **Data Protection**

We do not share your data with any third parties other than for the fulfilment of your order. All information held by us is for the sole use by us and is compliant with GDPR guidelines.

### **Statutory Rights**

None of the conditions set out in this document affect your statutory rights.

### **Contact us**

Please contact us in writing, by telephone or by email.