

# Terms of Business

All prices quoted include VAT

## Design Consultation Fees

### Residential

The £500 design consultation fee is for residential projects only. This fee covers a design consultation for up to two rooms only and includes, the consultation itself, personal visit by designer to present the design pack and project management. Further rooms will be charged at £250 per room.

### Commercial

For all commercial projects a fee of £800 will be charged for an initial consultation to scope the scale of the project. The consultation charge includes a presentation pack.

### Payment for Design Consultation Fees

To secure the services of one of our interior designers, payment for the Design Consultation Fee is payable in advance. On receipt of payment your designated designer will contact you to arrange a mutually convenient appointment at the property. Payment can be made by the following methods:- cheque, all major debit and credit cards or via bank transfer.

All fees apply to UK mainland only

Separate charges apply for international requirements. Client will be charged for all return travel and hotel bills as required. Quotations supplied on request.

### Ordering of Goods and Services

To ensure your order is handled efficiently and that you benefit from our excellent range of products and suppliers, all orders must be placed via your designer.

### Payment for Goods and Services

All goods and services must be paid for in full in advance of placing orders. A pro-forma invoice will be raised detailing all goods and services. Payment to be made to Scheme & Co. Limited by any of the following methods:- cheque, all major debit and credit cards or via bank transfer.

## Additional Purchases

From time to time you may wish to make further purchases, feel free to contact your designer by telephone or email and your order will be processed accordingly.

## Timetable

We will use reasonable efforts to carry out our obligations in accordance with any dates or time periods referred to in our estimate. However, unless specified otherwise in the estimate, these dates and time periods are intended for planning and estimating purposes only and are not contractually binding.

## Prices

Prices quoted on the estimate are correct at the time of printing and remain current for 30 days from the date of estimate. Delivery costs will be itemised separately on your invoice.

## Delivery

Please allow approximately 6-8 weeks delivery time for curtains and blinds and up to 10 weeks for upholstered furniture. Other items such as fabric, wallpaper and accessories can be delivered within 2 weeks (subject to availability). You will be given an estimate of delivery dates at the time of ordering

## Cancellation

If you cancel all or part of your order, we will make every effort on your behalf to secure refunds from our suppliers. However, due to the bespoke nature of the work we carry out for you, full or even part refunds, may not be available for certain products. The design consultation fee is not refundable on cancellation

## Design and Schemes

The results of any or all work produced by the company for the client, including creative work will remain the property of the company until paid for in full by the client

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## Interior Designers

Scheme & Co. only employs the services of designers who have been approved by the company and who have signed a contract to provide an agreed service standard to our clients. Designers may provide names and contact details of suppliers, which, they have used in previous projects or that have been vetted by us. Scheme & Co. reserves the right to amend or change product or services with prior notice.

## Colour Matching

Although every effort is made to match colours as closely as possible, the use of natural fibres means that some variations may occur between product types. Variation may also occur between batches of products

## Suitability

It is the responsibility of the client to ensure the goods are suitable for their requirements

## 3rd Party Suppliers

Our recommendation of any 3rd party supplier or trades people is that only and we do not underwrite their work, however these are known companies and therefore have been through our own vetting process or that of a governing body.

## Email Communication

"During the project we may wish to communicate electronically with each other. However, the electronic transmission of information cannot be guaranteed to be secure or virus or error free and such information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete or otherwise be adversely affected. We both recognise that systems and procedures cannot be a guarantee that transmissions will be unaffected by such hazards, and we confirm that we each accept the risks of, and authorise, electronic communications between us."

## Liability

The company's aggregate liability to the client hereunder or otherwise rising from negligence, breach of contract, misrepresentation or otherwise shall in no circumstance exceed the cost of the defective, damaged or undelivered goods which give rise to such liability as determined by the net price by the client in respect of any occurrence of serious occurrences

## Resolving Disputes

Should any dispute arise between us, we will attempt to resolve the dispute in good faith by negotiation. Where both of us agree that it may be beneficial we will seek to resolve the dispute through mediation using the services of the Centre for Effective Dispute Resolution to facilitate the mediation process. If the dispute is not resolved through negotiation or mediation both of us agree that the English Courts will have exclusive jurisdiction in connection with the resolution of the dispute.

## Independent Contractor

In providing services to you, we are acting only as an independent contractor. We do not undertake to perform any of your obligations, whether regulatory or contractual, or to assume any responsibility for your business or operations.

I have read, understood and accept the above terms and conditions:

Full Name (Block Capitals):

Sign: \_\_\_\_\_

Date: \_\_\_\_\_