

TERMS & CONDITIONS

Prices

The estimate prices include VAT @ 20% This estimate is only valid for 3 months after which time Design Room reserve the right to increase prices accordingly. Our full consultation and delivery service is dependant upon us supplying all materials necessary. While we are happy to make up customer's own fabric our consultation and delivery service is not included in the price and will be an extra charge if required.

Quote

A quote will be supplied for each order. Please read this carefully and make sure the items are correct.

Deposit

In order for us to proceed with your order we require a deposit which covers the cost of the fabrics. In the event that the customer changes their mind and the fabric has been ordered then there will be no refund of the deposit. In accepting the estimate you have entered into a contract and accepted our terms and conditions.

Fabric Choice

Every effort is made to help the customer choose the right fabric for the window treatment but in the event that on delivery they are not happy with their fabric choice for whatever reason we cannot be held responsible and full payment will be required on completion of the order. We cannot guarantee how fabric will hang in situ and react to atmospheric changes within the home environment.

Orders

Custom made orders are made to customer's individual requirements and will be manufactured under a **no** refund policy.

Roman blinds

All our Roman blinds are fitted with child safety devices and conform to the latest regulations. Customer's will be shown the safety breakaway features and how to re-connect them. **One** visit to rectify a problem will be FOC but subsequent visits will incur a call out charge.

Payment Terms

The outstanding invoice balance is due on delivery. Payment can be made by BACS, cheque and major credit and debit cards.

Complaints

Complaints will only be considered provided written/verbal notice is given within a reasonable time.

Title

Title and beneficial ownership of goods supplied remain with Design Room until such time as payment has been received in full and cleared. In the event in any default in payment Design Room reserves the right to take back goods.

Limit of Liability

Design Room will endeavour to deliver the goods within a reasonable time, but cannot be held responsible for delays that are outside of our control.

Fabrics

1. Silk does not have a high colour fastness and therefore must be protected from the sunlight. We recommend interlining and the added protection of blinds. Also the slubs, knots and irregular horizontal banding which occur are all natural characteristics of the silk yarn.

2. Characteristics of fabric

Slubs and other inconsistencies are part of the aesthetic charm of man made and natural fabrics, particularly linen, chenille, linen union and silk. This is normal and should not be considered a fault.

3. Colour matching

Whilst every effort is made to achieve the closest possible colour match to your sample we are unable to guarantee an exact match between batches.

4. Creasing

All fabrics will crease to some degree, which is a characteristic feature and not a fault. Linen and silk is particularly susceptible. As accepted in the fashion trade, this is normal. Most creases will be removed by steaming.

5. Shrinkage

Please be aware that up to 5% shrinkage may occur due to variations in atmospheric conditions whilst in situ at the window, or during the first specialist dry clean.

6. Cleaning

We would always recommend vacuum cleaning your curtains on a regular basis to avoid the built up of dust and dirt. Cigarette smoke and open fires (especially gas) may effect fabrics and even chemically change the colour. If the curtains do need cleaning specialist curtain dry cleaning is always recommended.

7. Sun

Extreme sunlight will damage the fabric and we recommend the curtains be lined or interlined. Glass magnifies the destructive elements of the sun rays and it should be noted that the winter sun is as harmful as summer sun. However blinds are a useful barrier against sunlight. Failure to protect the fabric will result in claims for fading being rejected.

8. Fading

Although modern dyes are extremely efficient there is no such thing as a fabric that does not fade. To reduce the risk, curtains should be lined, pulled well back from the window and not used during daylight as protection for furniture or carpets.

Special offers/discounts

Any special offers or discounts will only be given on production of the voucher that applies. Only one voucher per customer will be accepted