

urbn nest
7 Palace Road, Bedlington Station, NE22 7DR
hello@urbnnest.com
0191 691 1354

TERMS AND CONDITIONS

1. The below conditions will form the basis of a contract between us (urbn nest) and yourself. A copy of these terms will be sent to you along with the written estimate. On acceptance of the quote / estimate you are deemed to have accepted our T&Cs. Your acceptance is defined by the date in which you accept in writing.
2. Payment is to be split, with 50% required immediately to act as a deposit, order materials and secure a position in our order books. This initial 50% balance is non-refundable and secures a slot in our busy workshop schedule. The remaining 50% balance is required prior to final delivery/collection. Should work be commissioned and commenced at short notice, we may require that the full amount is paid up front. Details of payment will be included on the invoice.
3. Once the initial 50% deposit is paid you will be provided with an estimated time slot for commencement and an estimated time slot for completion.
4. The work is considered to have commenced upon collection or drop off of the item(s).
5. If you cancel a job once it has commenced, the materials quoted / estimated for the job and a minimum of 50% labour will not be refundable. This is at our discretion and will depend upon the progress made.
6. We will keep you informed if anything arises which will delay completion. Examples include supply problems or unforeseen additional work. However because of the unpredictable nature of workshop timescales, we are unable to guarantee delivery on or by a certain date. We endeavour to deliver or have items ready for collection within the specified timeframe that you were provided, or alternatively, as quickly as possible.
7. If you fail to take delivery or collect your item by the agreed date or after we have given written confirmation that the item is ready, and you are unable to collect the item within 14 days, we will be entitled to charge for safe storage of the item. Unless otherwise agreed in writing.
8. Any additional instructions further to the original written quote / estimate must be confirmed in writing at the earliest opportunity and a price agreed for additional materials and labour.
9. In most cases we will be able to complete the project within the estimated cost originally quoted. However, due to the age and construction of furniture there can occasionally be unforeseen additional work required. This will be discussed as soon as possible and a course of action will be agreed upon. This can include frame repairs, wood treatment, spring replacement etc as this can be hidden by the upholstery. Please note any additional labour and materials will be invoiced separately, and must be paid before work on the item continues.
10. Work undertaken for domestic clients must meet the requirements of the Furniture and Furnishings (Fire Safety) regulations 1988.

To meet these regulations any top covering fabric must meet one of the following criteria:

- a) *Be inherently compliant*
- b) *OR – be back coated*
- c) *OR – be composed of at least 75% natural fibres and therefore can be used with a Schedule 3 interliner (fire barrier)*
- d) *Work undertaken for contract use must meet the requirements of BS 7176:2007.*

11. If you would like to provide your own fabric, it will also need to adhere to the above criteria. If the fabric is not suitable then we will be unable to recover the item in that fabric. We will advise and assist with sourcing suitable fabric.
12. Shortage of fabric which is provided by the customer is the responsibility of the customer.
13. We (urbn nest) can not be held liable for any fabric flaws. If we are unable to cut around them, you will be notified.
14. All top covers will be removed prior to upholstery, these will be discarded. If you would like any top covers / trims returning please notify us via email before commencement of work.
15. Any problems with an order, must be brought to our attention within 7 days of receiving the item. Thereafter charges will be made for any correctional work at our usual rate. Any further materials required will be chargeable.
16. Charges will be made for any correctional work that is not the responsibility of us (urbn nest) e.g. were not part of the scope of the original job.