

Please read these conditions carefully before commissioning work to be carried out. Upon acceptance of an estimate, you will be added to our work schedule at which point you are deemed to have read and accepted the following terms:

Providing Estimates

- o Estimates will be based on either a physical inspection at our workshop or via a series of photographs taken by the Client. Should further complexities be revealed after collection we reserve the right to make adjustments to the original estimate.
- o Estimates for bespoke furniture will be based upon detailed drawings and or photographs of the piece required. The Client should provide a clear brief as to what is and is not required. These should include measurements, fill/cushion preference and information on the type of covering. All cost calculations for such work are estimates and may be subject to additions once the precise work involved and materials required can be more accurately calculated.
- o Where ever possible estimates will be provided to the Client in writing via email and will outline what is included in the price and those factors that may alter the final figure.
- o Should it not be possible to send an agreed job description and/or estimate via email then details will be passed to the client verbally. In this situation JGU will not be held responsible for any perceived deviation from the brief after completion.
- o Following receipt of an estimate any changes made by the Client to the original instructions must be confirmed in writing and a price agreed for the additional work and materials prior to work commencing.
- o Should unexpected works be revealed after work commences then the client will be advised on this additional work and a course of action agreed.
- o We will provide the Client with an estimated collection/start date and time scale for return of the item(s). Such commitments may well be subject to change. We will keep the Client informed of supply problems, or other factors which may affect delivery times.
- o All estimates are valid for a period of three months. Clients wishing to proceed with a job after this period has elapsed should expect a review of the original quote to be necessary.
- o Existing top covers and trims will be removed prior to upholstery and discarded unless the Client advises that they are to be returned to them once work is complete.

Every attempt is made to provide our clients with detailed and transparent cost estimates. Situations resulting in additional costs, above those estimated, occur only occasionally but we would like to be transparent about the nature of upholstery commissions from the outset.

Please read the points below which can affect the final cost of the commission being discussed. Should you wish for further details on any of the points below do not hesitate to ask:

Cost Estimates & Charges

Job Scheduling

Work schedules are planned well in advance to ensure that fabric is in place, collections/deliveries arranged and furniture prepared ready for the upholsterer's slot in the diary. A start date for an item of furniture will be communicated several weeks prior to this start date and it is essential at this point that fabric choice be finalised and ordered to prevent any potential delay.

Delays to the start date will incur a small charge:

- Within 4 weeks of scheduled start date £25
- Within 1 week of scheduled start date £50

Once work has started should the Client then decide not to have the work completed, for whatever reason, then the item will be returned to the Client. Return delivery and the cost of all work carried out to that point and of any resources used will be chargeable.

Sourcing Fabric

We recommend that fabric be sourced via Wath Court Fabrics.

Please ensure that you have sought our advice regarding the suitability of fabrics prior to purchase. Different fabrics behave differently and so even fabrics deemed suitable for upholstery by the manufacturer may not be suitable for all job types.

The following situations regarding fabric choice may incur additional costs:

- Use of fabric not sourced through Wath Court Fabrics will incur a **charge of 10%** of the re-cover cost
- Where advice has not been sought and an unsuitable fabric adds time to the upholstery process additional costs may be added to the invoice.
- Should fabric be supplied that proves to have a manufacturing fault, or a fault caused by subsequent treatments, then you will be informed and further instructions sought. Should you still wish to use such fabric and additional time be added to the process as a result then we reserve the right to account for this in the final invoice.
- Estimates of the amount of fabric required will be calculated by us as a guide for purchasing. Whilst we are generally confident in these estimates, they may be subject to inaccuracies. Where additional fabric is required to complete the work, it will remain for you to fund this.
- All cost estimates assume use of a plain, upholstery weight fabric. Patterned fabric requires matching which can add significantly to the time taken in completing the process. Please be aware that matching can add anywhere from 10% to 25% to the re-cover cost which will be added to the final invoice if not already accounted for in the original estimate.
- Leather (and to a lesser extent leatherette) is a much more difficult material to work with than woven fabric. The additional time required will generally add around 50% to the re-cover cost if not already accounted for in the original estimate.
- Depending upon the nature of the work Velvet fabric can be tricky to work with and so may add around 10% to the re-cover cost.

Collection/Delivery

A) Delivering:

Wherever possible we would encourage clients to deliver furniture to us and collect once complete:

PLEASE NOTE:

1. Furniture will need to be delivered to our workshop on a specific agreed date to allow work to begin as scheduled and prevent any dead time. The delivery date will be discussed as far in advance as possible.
2. Deliveries and collections will need to be made during our workshop open times (Tuesday to Friday 10am – 5pm). It may be possible to deliver/collect outside of these hours by agreement.
3. Should it not be possible for the Client to deliver an item in line with the slot in the diary then we will arrange to collect to avoid delays. Charges will apply.
4. Space is at a premium in the workshop and so it is necessary to return one piece of furniture before we are able to introduce another. Consequently, we must stipulate that completed pieces be collected within three days of notification of completion. If this is not possible then we will arrange to return the item. Charges will apply.
5. Intended delivery or collection dates and times should be communicated by email in advance so that we can ensure someone will be available to assist.

B) Collections:

Where it is necessary for us to collect a piece of furniture, to return it after completion or to make an additional home visit for any reason then the following charges will apply:

- A set fee of £10 will apply within a 3-mile radius of Wath Court.
- An additional £1 for every additional return mile travelled will apply beyond this radius.

PLEASE NOTE:

1. We are not furniture movers, just a husband-and-wife team of upholsterers. As such we offer a door-to-door service but would ask that furniture be easily accessible for removal through a single external door and be within easy reach of our van.
2. Most collections will be made by a single person and therefore, if the item of furniture requires a two person lift then we would ask that there be someone on hand to assist. If this won't be possible, or if you will need us to remove the item from its in-situ position inside your home then please let us know prior to our visit.
3. There will be a charge of £20 for additional time required for complex removals
4. If two people will be required to visit then an addition of 50% of the collection/return cost will apply
5. Please be aware that we are not insured for any damage incurred during the removal of furniture from inside your home, only for damage to the item of furniture itself.

Replacement covers

- Replacement covers will always be made using the existing cover as a template. Over time soft fill cushion inners lose their loft and so no longer fit the cover correctly. The replacement cover will fit in the same way. Replacement inners can be commissioned where required.
- Loose covers can be made when an existing loose cover exists to act as a template. In addition, the piece of furniture will be needed in the workshop. The fit of the replacement will be as the existing. Where alterations are required to improve the fit additional costs will result.

Structural issues

Even when a piece has been inspected in person it is not always possible to know the method of construction, original methods of upholstery or the state of the internal layered materials, springs or frame. These become apparent once the fabric has been removed. Should additional works emerge at this stage we will always liaise with you and send photos of the issues, along with options and estimated costs, prior to proceeding. In these situations, we would ask only that decisions be made as quickly as possible so as to reduce any 'dead time' for the upholsterer.

The following situations regarding structural issues may incur additional costs:

- Where the frame requires modifications to allow for it to be re-upholstered or where modern upholstery methods are not possible, necessitating hand stitched upholstery techniques, the additional time required to complete the process will be added to the final invoice.
- Cost estimates assume a certain amount of time for stripping down the original fabric (e.g. 2.5 hrs for an armchair, 4 hrs for a sofa etc). Where multiple layers of fabric or structural complexities lengthen this process, the additional time required will be added to the final invoice.
- Where internal materials require replacement, we will use modern upholstery materials. Should you desire to have materials replaced with traditional versions, such as horse hair, then the additional costs of these more expensive materials will be added to the final invoice.
- Should a commission be abandoned due to emerging structural issues then it will be necessary to return the piece of furniture to you in its stripped state. Please be aware that costs incurred to that point will remain chargeable.

Payment methods

We would ask that all invoices be settled on the day of receipt of your completed commission. A discretionary period of seven days to pay, after the receipt of the commission, may be requested.

Payment options include:

1. **Cash:** Payment in cash on delivery/collection.
2. **Bank Transfer:** Our bank details can be found on the final invoice or email.
3. **Card:** We have a mobile card machine allowing for card payments to be taken on delivery. We may require connection to your Wi-Fi network for this; please have the password to hand. There is a **2.5% charge** for use of credit and debit cards for values over £250.
4. **Cheque:** We accept cheques only when options 1-3 are not possible. A **2.5% charge** is made for payment by cheque with values of over £500. Please note the company name on the final invoice or email.

Deposits

We do not require a deposit prior to starting a commission if fabric has already been sourced and paid for through Wath Court Fabrics.

For commissions valued at over £200 we do require a deposit of 50% if fabric is being sourced from elsewhere

GENERAL INFORMATION

Preparing the furniture for re-upholstery

- We politely request that all furniture be hoovered out where necessary to remove any detritus that may have built up through use, prior to the furniture being collected/delivered to us.
- In addition, where furniture is from a home with pets that may shed hair, we would ask that any loose cushion covers be washed and hoovering be as thorough as possible prior to collection/delivery due to staff allergies.

Fire Regulations

- All work undertaken for domestic Clients on furniture produced after 1st January 1950 must meet the requirements of The Furniture and Furnishings (Fire Safety) Regulations 1988 (amended 1989 and 1993).

All new fillings applied to furniture and supplied by us will comply with these regulations.

All fixed top coverings should be FR treated. Fabrics made up of 100% natural fiber do not require any additional protection under the regulations.

- Work undertaken for contract use must meet the requirements of BS 7176:2007.
- Furniture manufactured prior to 1950 and sewn items that are not permanently fixed to the item of furniture do not fall within the scope of the 1988 Regulations with regard to filling or cover.
- We can arrange for fabric to be sent away to be FR treated should this be required. Please be aware that the treatment process **will cause some shrinkage (up to 3%)** and an **additional 30cm of fabric is required for testing**. The process can also **change the intensity and tone of the colour** of the fabric, it **may change to surface feel** of the fabric and **will stiffen the fabric**.

The precise nature of these changes is impossible to predict but 90% of the time changes are only very marginal.

Clients supplying their own fabric

- Should the Client supply their own materials or fabric it is their responsibility to ensure that these are suitable for the purpose for which they are intended and that they comply with all relevant regulations with regard to Fire and Safety.
- Whilst JGU may offer comment on the suitability of a fabric supplied by the Client no responsibility is accepted for materials/fabrics which are not supplied by us.
- Fabric sent directly to us must have the Client's name clearly marked on the delivery note. We can accept no responsibility for items delayed/lost in the post.
- The Client should ensure that fabric companies roll all fabric on tubes. One continuous length of fabric should be used unless otherwise agreed. We will do our best to remove creases but this cannot be guaranteed.
- Where printed/woven fabrics will not pattern match accurately the Client will be informed and further instructions sought.

Other Considerations

- We reserve the right to use photographic images of the Clients furniture on our website, social media and in hard copy as examples of our work and for promotional purposes. Should the Client not wish their furniture to be used in this way they should put this in writing to us.
- Please be aware that re-upholstery involves highly skilled and physical work. Whilst every effort will be made to avoid surface damage to the visible frame of a client's item of furniture, the tools used to remove existing fabric and the necessity to 'man-handle' the piece means that minor surface scratches or indentations can at times be unavoidable.

Insurance Work

- o In the case of Insurance work, work will be undertaken on the clear understanding that the account will be paid by the Client who retains full responsibility for recouping these costs from their insurance company.
- o Where work is undertaken in relation to an insurance claim, a 50% payment on acceptance of the estimate will be payable by the Client unless an agreement exists between us and the insurers to pay the account directly.
- o Time spent on home visits and in putting together estimates for insurance work will be chargeable. This will be deducted from the final invoice should the commission go ahead.

Problems with Completed Orders

- It is always our intention to provide the Client with the best possible service and outcome.

It should be noted that the nature of re-upholstery means that we are often working around the existing internal materials which can hamper the re-covering process. It may therefore not always be possible to re-cover a piece in exactly the same way as it was originally upholstered.

In all cases our work is produced by hand and is therefore subject to natural human limitations.

- We expect the occurrence of faults in our work to be unusual but accept that errors may occur from time to time. Therefore, following the return of the furniture we would encourage the Client to inspect our work and ensure satisfaction. The Client should inspect the aesthetics, comfort and structural integrity of the piece as outlined below.

Aesthetic Issues: Should there be clear and obvious errors affecting the look of the finished piece; for example missed pattern match, incorrect direction of pile or pattern run; then these will be rectified at the earliest opportunity.

Comfort Issues: Where internal materials have been added/replaced and there are obvious errors affecting the feel of the finished piece; for example, incorrect foam thickness, frame protrusion or faulty layering; then these will be rectified at our earliest opportunity.

Structural Issues: Where there are issues affecting the structural integrity of the item; for example, loose stitching; then these will be rectified at our earliest opportunity.

We would ask that concerns over aesthetics or comfort be brought to our attention within seven days of receipt.

For structural issues we offer a guarantee of two years for stitching and four years where internal structural works have been carried out; such as replacement webbing or replaced/retied springs.

Faults emerging within these periods should be brought to our attention at the earliest opportunity. Problems arising outside of the guarantee period should still be brought to our attention as remedial work may still be offered free of charge at our discretion.

Please Note: Where it is clear that structural issues are the result of miss-use of the furniture then the above guarantee will not apply.

- Should the Client decide to have another upholsterer make corrections or alterations to a finished piece then all responsibilities held by JGU under these terms will be void and the Client will be responsible for any charges made by the third party.
- Any issues brought to our attention that were not part of the original job brief do not fall under these terms. Standard charges will be levied should the Client wish for these issues to be rectified later.
- Where initial issues or subsequently emerging problems are accepted by JGU remedial work will be carried out at the earliest opportunity. Due to workshop space restrictions this may require existing commissions to be completed before the Clients piece can be recollected and therefore a period of weeks may be required before any remedial work can be undertaken.

