

Terms and Conditions

1. PAYMENTS

1.1 When placing an order for a kitchen we require an initial 10% deposit. This will put the customer into a queue and a date will be given to them for their delivery and/or installation. This may be subject to change due to materials being out of stock or another valid reason beyond our control. Customers can request a change to their delivery date any point prior to 6 weeks before delivery so long as the company can accommodate the date change. Payment dates will be set at this point, these dates for payment will remain true and remain constant even if the exact delivery date is changed. If the delivery date is changed to more than 6 months than the original scheduled delivery the company will consider a payment date amendment.

1.2 Half way between the 10% deposit and 14 days before delivery of your kitchen we require a further 40% of the total price to be paid, bringing the total paid to 50%.

1.3 As to the balance, we require that on 14 days preceding delivery:

- i. For kitchens valued less than £10,000 - 90% of the balance is to be paid;
- ii. For kitchens valued over £10,000 - 95% of the balance is to be paid;
- iii. For kitchens valued over £20,000 - 97.5% of the balance is to be paid.

The remainder is to be reserved by the customer until full delivery (for supply-only customers) and completed installation, including completion of any agreed snagging list (for dry-fit installation customers). Once the customer approves the finished product, the remaining balance is to be paid within seven days. On this point, we typically amend the balance to be a round figure of £500.00 for simplicity. However we can adjust slightly on a customer's request as long as it adheres to the above percentages.

1.4 If these payments are not made on time and your kitchen is delayed, you may be subject to costs of other trades previously booked in and any other costs incurred by the business.

1.5 If your kitchen dates are changed for any reason, payment is still due on the required dates as set at the beginning of the payment schedule.

1.6 If your kitchen is delayed during installation for reasons out of our control, your completion payment will be due for the end of the fitting schedule.

2. CABINETS & DOORS

2.1 Bespoke kitchens are all handmade. We offer a choice of various types of wood: pine, oak and birch. If there are any changes to the selection after fourteen days from order this can be chargeable as materials start getting sourced by the business.

2.2 If the doors/drawer fronts are made from reclaimed timber there may be some colour variation between each frontal. Reclaimed wood samples in our shops may differ to what is put into your kitchen due to different batches and ages. Customers can request to view their exact wood but we cannot guarantee this can be made available.

2.3 Reclaimed timber will have twists, knots, gaps and notches in the timber. This is how the product is intended to be.

2.4 All doors are handcrafted and painted, as such runs or chips may occur, in the unlikely event that this does happen, Compton's will take the doors back and repaint, doing this may cause a delay to your original competition date.

2.5 Small chips in doors will be made good on site. We will not take these back for respray.

2.6 Compton's design their units with consideration to the practicality of the unit lasting for the duration of the guarantee period.

2.7 As our product is bespoke we can accommodate special requirements on unit design, but we need to be informed on this before the final pre-fit survey..

3. WORK SURFACES

3.1 Quartz worktops are a maximum of 3 metres in length.
3.2 If your kitchen worktops require a join, Compton's will design accordingly and the joins will be placed where necessary.

3.3 Any joins made will be filled and levelled appropriately.

3.4 Compton's will not advise where joins will be placed this will be decided on template.

3.5 Some joins may differ in size, there is not a given guide on how big or small these joins will be.

3.6 Quartz worktops are available in only 20mm or 30mm depths.

3.7 Wood and quartz worktop combinations will have different depths when placed next to one another as they are of different materials and construction.

3.8 Any quartz damaged or incorrectly installed during the installation process will be replaced. However the whole worktop will not be just the piece that is damaged.

3.9 Each slab of quartz can be slightly different in texture, colour and finish as these are manufactured individually. Although, they are designed in the same way and will follow the same manufacturing process.

3.10 Customer's cannot change their worktop design once the order is locked at the 28 day point before delivery.

3.11 Granite, marble and quartz can be very fragile. Compton's will not take any responsibility for any damage caused after installation.

4. PAINTING BESPOKE UNITS

4.1 We require you to pick your paint at least four weeks before your delivery date. Any change in colour after that will be subject to a cost and a possible delay to your delivery.

4.2 We offer all 'Farrow and Ball' colours and a range from other various companies, however all paints are combined during the manufacturing process with appropriate materials to allow the paint to be applied to your kitchen units in a safe and proper way .

4.3 Once paints are mixed they may not be an exact match to the original company or any other paints bought separately.

4.4 All paint can look different in different colours of lighting.

4.5 All the paint we use is a 2-pac paint suitable for wet environments, however all units, frames and doors should not be subject to rapid changes in temperature or excessive exposure to moisture.

4.6 We will not install a wooden-painted kitchen in a room not up to temperature, in a new or refurbished building. Rooms should be at a standard room temperature of 20 degrees. Rooms must be fully sealed and finished prior to delivery. Additionally we will not take any responsibility for heating or humidity in a room. If your kitchen is kept at high or volatile temperatures, this can cause damage to the kitchen. Explicitly underfloor heating is the primary reason for kitchen damage when pipes or cables are run below cabinets.

4.7 All cabinets are properly prepared prior to painting, including fine sanding, filling, two coats of primer, and then two coats of top colour are applied via hand-spraying which gives an even finish.

4.8 Delivery and installation may cause small chips or scratches in units or doors. Touch up may be required on site - this is standard procedure.

4.9 Any major damage caused by a member of Compton's team will result in the item being taken back and resprayed

4.10 Any damage caused by a non-member of Compton's team will require a repainting charge of £250.00. Once an item is installed we cannot repaint it in the factory.

5. GUARANTEES

5.1 We provide a 15 year guarantee for our kitchen units, this does not include water damage or misuse of the units or the paintwork from chips or general wear and tear.

5.2 Guarantees are only valid if full payment of the kitchen has been made.

5.3 Guarantees are given once the full kitchen is complete and signed off.

5.4 All guarantees will be invalid if correct instructions are not followed on 'Compton's Care' sheets.

5.6 We offer a wide selection of worktops, all with different guarantees, a separate guarantee will be given according to which product is selected. Please ask us for more information regarding this point.

6. RECLAIMED WOOD

6.1 When using our reclaimed timber, we cannot guarantee the colour, or size of the boards that we use and how many marks the boards will have in them. We do our utmost to make sure we pick the correct boards according to the customer's individual specification and brief but this is interpreted by us.

6.2 Our pine wood work surfaces are of an old natural material. The pine joists do shrink and expand and occasionally split. We will come out only one-time to fix these natural splits but we cannot guarantee the quality of the repair.

6.3 These work surfaces and table tops are made from fully reclaimed timber and are hand made. They will not be perfectly flat. We cannot take any responsibility for any edges not perfectly flat or level. This is how the product is intended to be.

7. DELIVERY

7.1 Please advise at the time of ordering of any problems to do with parking outside the property, and if there are any steps/ stairs /lift/once inside the property or any issues gaining access to the property.

7.2 Any difficult access that requires more time or extra staff will incur an additional cost subject to the circumstance of delivery.

7.3 Deliveries can occur regularly from the first date of delivery and items will be continuous supplied.

8. COMPUTER RENDERS

8.1 All renders produced are provided for visualisation purposes only. Colours, styles and other imagery are not accurate and the customer must refer to in-real-life samples.

8.2 Floor plans are made available to all customers.

8.3 Compton's will not take responsibility for any incorrect measurements from independent parties if they have not requested a scale drawing.

9. FITTING AND INSTALLATION

9.1 Comptons offer a dry fit kitchen fitting service only. Other services may be available on request but we cannot guarantee that we can complete the requested works and a third party may need to be involved.

9.2 Fitting and installation can take up to 21 days depending on the scale of your job.

9.3 If any of the circumstances detailed in this document occur during the installation, Compton's will not be responsible or liable for any delay in the completion of your Kitchen.

9.4 Any outside trades required for example: electricians, plumbers, tilers etc are a separate entity to Compton's.

9.5 Compton's will supply if asked any contact details of any external tradesman but will have no liability attached to their work.

9.6 Any external quotes provided for any of the services above have no links to Compton's unless stated otherwise.

9.7 Any delays in installation will not be liable for compensation.

9.8 Any alterations to any units, Doors or work surfaces due to any item placed in the kitchen that was not there when final measurements were taken will be chargeable and if any delay is caused this will also be chargeable.

10. OTHER

10.1 All quotations and cost estimates are without obligation. Quotations are valid as long as Compton's wants to honour it, Compton's has no obligation to any quotation until a customer pays their first deposit. Costs may also increase during the customer's journey where the scope of work has to be changed at the beginning, middle or end due to unforeseen circumstances. In some cases, where the estimate or quote has been submitted for a Limited Company, Trust, Charitable Organisation or any other type of organisation that is itself VAT registered, we will estimate or quote up costs, and these will usually be excluding VAT at the current UK taxable rate, which is currently set at 20%, unless otherwise stated. It is the customer's responsibility to ask before approval whether VAT is added to the requested estimate or quote.

10.2 The contract takes effect on acceptance by the customer, either verbally or in writing, of the quotation or estimate submitted by Compton's. Where Compton's has been asked by the customer to undertake immediate or additional works at the customer's bequest, the customer is liable for additional charges for design time, materials, travel and time costs, this also relates to unforeseen circumstances discovered during the building investigation process at the start of any works. Compton's commits itself to executing the works to the best of its ability, thereby employing sound professional knowledge, skills and experience, with due regard to the customer's requirements and in compliance with all relevant regulations and standards. Compton's shall take all necessary steps to ensure that the worksite is left clean, tidy and safe on completion of all works (unless agreed otherwise in writing or verbally or within the quotation/ estimate). All of Compton's work is by written quotation, fixed costs or estimations agreed and approved in writing or verbally with the customer prior to agreement to commence works on a scheduled and agreed date. Where a written quotation/estimate has been supplied to the customer the total charge to the customer referred to in the quotation or estimate should be the amount payable, but may be revised in the following circumstances: (i) if after submission of the estimate the customer instructs Compton's (whether verbally or in writing) to carry out additional works not referred to in the quotation or estimate or are otherwise outside of the scope of works being billed either personally or through insurance claim; (ii) if after submission of the quotation or estimate, it is discovered that further works need to be carried out which were not anticipated when the quotation/estimate was previously prepared, e.g. further repairs or defects to the internal or external of the building are necessary before work is completed satisfactory, then those costs will be included in final invoices; (iii) if after submission of the quotation/estimate it is discovered that there was a manifest error when the quotation was prepared, for example rises in materials or labour costs, or even that additional or different materials are required or necessary. Compton's shall not be bound by any quotations/estimates given orally or in which manifest errors occur where the final invoice may be different to that submitted, but every effort will be made to inform the Customer of such rises either written or verbal, but Compton's shall not be bound to this communication.

10.3 Any Further extras agreed on after installation commences they are due for payment before they are installed.

10.4 Any Cancellation given within 14 days of deposit will be refunded fully, any cancellations thereafter will be subject to any costs incurred from Compton's ordering materials where necessary.