

OUR TERMS AND CONDITIONS

Within these terms and conditions Regal Kitchens limited is called the company and the person signing overleaf as purchaser together with any person, company, organisation or other body, with or on behalf of, whom such signature is given, is referred to as the customer: -

- 1 What the customer have to do?
 - a) Check carefully the proposed layout to make sure it is correct and meets requirements (an additional charge may be made if you request alterations or additions to the design).
 - b) Notify technical surveying department of the whereabouts (if known) of hidden pipes and wires which may affect the proposed layout.
 - c) Move any fragile or valuable items which could be damaged when carrying new units/appliances into the property.
 - d) Shortages or damages should be notified to the company within a reasonable time.
- 2 The estimated delivery date quoted is based on the latest information given to the company by our suppliers and therefore can be subject to change. Whilst the company will make every effort to deliver on the date and place specified it cannot guarantee to do so.

Any last minute changes made to the content of your order may impact on your delivery date; you must notify the company as soon as possible.
- 3 Natural wood and stone is used in some of our products. As natural materials, wood and stone reflect the endless variety of grains, shades and textures found in nature and such varieties can be expected. All timber products will mellow under exposure to natural light over a period of time. PVC, laminates and melamine finishes are also subject to slight colour changes over a period of years. Unless specified otherwise, any reference made to wood or timber whether solid or veneered references to door and drawer fronts only.

A colour reproduction in our descriptive literature is as close as reproductive techniques allow. Laminate worktops with a textured finish give good wear and resistance, also colour fastness and heat resistance up to 120 degrees Celsius. The company can not be held responsible for burn marks caused by items in excess of this temperature. Worktops should not be subject to excessive heat or water as this could cause swelling of the joint. We strongly recommend the use of a chopping board when cutting.
- 4 The company is not responsible for the condition or suitability of the customer's premises for the purpose of the installation of supplied products. It is the customers responsibility at all times to determine that the structure of the premises, and supply of mains gas, electric and water services to the proposed installation area is suitable for their intended installation. Any extra electrical, gas, plumbing or drainage works other than that noted on the technical survey paperwork are the responsibility of the customer.
- 5 If at any time during or after the technical survey there is a structural, technical, or costing issue prior to the manufacture, Regal Kitchens or the customer shall provide reasons for the issue within 14 working days of the survey and both parties have the right to terminate this agreement. If Regal Kitchens terminates this agreement under these conditions any deposit paid will be refunded in full. Customers should not undertake work or expense based on this contract until such time as the company has confirmed a delivery date after the technical survey and re-costing has taken place and both parties have agreed any changes.
- 6 Payments may be made by Bank or Building Society transfer or Bank or Building Society cheque. The outstanding balance is required 5 working days before delivery of your new kitchen. Should the customer choose to pay any of their balance via a Credit Card, they will benefit from Credit Card Purchase Protection, in addition to this, the KBSA also offer a Deposit Protection Scheme which all customers are entitled to. Installation costs are paid directly to your installer on satisfactory completion of the work.
- 7 Where an unsolicited contract is signed away from business you will have the right for up to 14 days to cancel this contract. Cancellation must be in writing and sent to this company at the head office address shown overleaf. Further to survey and with any changes having been agreed between the company and the customer, if the customer purports to cancel the contract or if the company is denied access to the delivery of the goods, a claim for any abortive costs incurred will be made. In this instance reasonable charges that will be made by the company are as follows: -
 - A technical survey charge of £250 will be made and deducted from any customer's deposit being held by the company.
 - If the manufacture of the goods has commenced 25% of the contract value.
- 8 Regal Kitchens reserve the right to update or change any product which may have been discontinued or not fit for purpose or not available in time.
- 9 Nothing in these terms and conditions is to be taken to affect the customer's statutory rights in relation to this contract.
- 10 Our Complaints Policy: Regal Kitchens Ltd always endeavours to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied. To ensure we can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards the business aims to achieve. Please contact us straight away with any concerns either by phone, email or write to us. If writing, please obtain proof of posting.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted Trader, we use Dispute Resolution Ombudsman for arbitration and mediation. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted Traders in the first instance on 0117 456 6031.

