

PAYMENTS

Price includes site consultation & design, manufacture, spray finish and installation in our London workshop.

50% deposit is required to schedule your project start date and commence full design work/ scale drawings.

25% is required when the final date of installation has been agreed.

25% balance is required on satisfactory completion of all works.

Scale drawings can be produced without a deposit at non-refundable cost of (depending on project). If the project is accepted, then the cost of drawings will go towards the total price.

ACCESS and INSTALLATION

Before installation, all belongings need to be cleared and removed from the room where work will be proceed, so we will have enough space for all the tools and equipment. If there will be any problem with heavy things to move, we are happy to help.

During the installation, we will make every effort to ensure that everything runs according to the specified schedule.

After installation, when the project is completed, full finish is available. It can be done if you supply paint which has been used in the room.

We will provide a pot of furniture paint free of charge, if in the future you might need it for touch-ups (ex. scratches or marks).

TERMS and CONDITIONS

1. Fishing and final color choices need to be confirmed with the final design. Respraying of furniture due to dislike of your confirmed choice will be added to the final invoice.
2. Additional materials, such as mirrors, brass inlay or other alternative finishings can always be added during the design process, these will be added into the final invoice.
3. All materials and finishes will be sourced from our own trusted supplier. If for any reason you choose to source from your own supplier, additional cost maybe incurred.
4. Only our range of handles are included in the price.
5. We don't take responsibility for real wood material texture.
6. If during the build process you wish to change final design, additional cost will be incurred.
7. We will hold your completed furniture for a grace period of two weeks on our workshop, should the project experience a delay. After which there will be a minimum weekly storage charge £30 inclusive of VAT
8. The deposit is nonrefundable.
9. If you do not pay on time, your project may be delayed.
10. There is 4 years guarantee for all products made by Luki Fitted Furniture, starting from first day of the installation.
11. If there are any parking restrictions in your area, then permits will be required. Any parking expenses or fines incurred will be added to the final invoice.
12. This document is private and confidential should only be read by those to whom it is addresses. If you

are not the intended recipient, you should not copy it or use it for any purpose, nor disclose its contents to any other person, other than the intended recipient.

13. This document may contain design and other information owned by Luki Fitted Furniture and you must not offer for sale or hire any such information or in a way infringe our design and intellectual property rights.

COMPLAINT

On receipt of your complaint the business aims to respond within 5 days.

The business will arrange a convenient date to come and view and/or remedy the situation within 28 days.

In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

The business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement.

If you choose to you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution.

You will need to contact Which? Trusted Traders on 029 2267 0040 who can explain if you are eligible to use their Alternative Dispute Resolution.



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