MAVERICK + BAKER t/s Wardrobe Door Studio

Company No: 144467126

Terms and Conditions of Sale

These Terms and Conditions apply to all bespoke furniture commissions undertaken by **Maverick and Baker Ltd** (hereinafter "the Company"). By confirming your order and paying the initial deposit, you agree to the following terms.

1. The Commission Process

- **Consultation & Design:** All initial consultations are complimentary unless a design fee has been presented.
- Following the consultation, the Company will provide a quotation based on the specifications agreed upon.
- **Final Specifications:** It is the client's responsibility to check the final design drawings and specifications carefully. Any changes requested after the signing of the contract may incur additional costs and may affect the estimated delivery date.
- **Site Surveys:** For built-in furniture, the Company will conduct a site survey to ensure accurate measurements. The client must ensure the site is clear and accessible at the time of the survey.
- **Self Install:** For self-install projects we required sizes confirmed by email or an approval of working drawings should we supply them.

2. Quotations and Payments

- **Validity:** Quotations are valid for 30 days from the date of issue.
- **Deposit:** A non-refundable deposit of **[e.g., 50%]** of the total contract value is required to secure your place in our production schedule and to cover the cost of materials.
- **Stage Payments:** For larger projects, the Company reserves the right to request stage payments at mutually agreed intervals.
- **Final Balance:** The remaining balance is due upon completion of the manufacturing process and prior to delivery or installation. Goods will not be released until payment has cleared in full.

3. Materials and Finishes

- **Natural Variation:** As we use natural materials (timber, veneers, etc.), variations in grain, colour, and texture are inherent and are not considered defects.
- **Finishes:** Paint finishes, such as "Bone" or "Off White," may vary slightly due to light conditions and application methods. The Company will match the specified finish to the best of our professional capability.
- **Bespoke Nature:** Every piece is handcrafted. Minor variances in dimensions or aesthetic details that do not affect the structural integrity or functionality are characteristic of bespoke furniture.

4. Delivery and Installation

- **Schedule:** Estimated lead times are provided in good faith. While we strive to adhere to these schedules, unforeseen delays in material supply or production may occur. The Company will keep the client informed of any changes.
- **Site Preparation:** For installation projects, the client must ensure the area is ready and that there is adequate access for the safe transport of furniture.
- **Damages:** Any damage occurring during transit or installation for which the Company is responsible must be reported in writing within 48 hours of installation.

5. Cancellation and Returns

- **Right to Cancel:** Because these items are made to your bespoke specifications, they cannot be returned or resold. If you wish to cancel after the deposit has been paid, the deposit will be forfeited to cover materials already ordered and work already commenced.
- **Design work:** Should we have carried out design work based on a verbal order to progress then we reserve the right to make a reasonable charge.
- **Faulty Goods:** In the unlikely event that the furniture is faulty or does not match the agreed specification, the Company will, at its discretion, repair or replace the item.

6. Liability and Guarantee

- **Duty of Care:** The Company exercises a high duty of care during the design and manufacturing process.
- **Warranty:** We provide a **10 year** warranty on all structural components. This does not cover damage caused by misuse, accidents, or failure to maintain the item appropriately (e.g., exposure to extreme heat, moisture, or improper cleaning).
- **Limitation of Liability:** The Company's total liability for any claim arising out of or in connection with the contract shall not exceed the total price paid for the furniture.

7. Governing Law

- These terms shall be governed by and construed in accordance with the laws of **England and Wales**. Any disputes arising under these terms shall be subject to the exclusive jurisdiction of the courts of England.

Valid from: January 2026