



**Timbercraft**  
CUSTOM BUILT GERMAN KITCHENS

TERMS  
&  
CONDITIONS  
OF  
TRADING



[WWW.TIMBERCRAFT.IE](http://WWW.TIMBERCRAFT.IE)

Dear Customer,

For over 43 years Timbercraft has been successfully supplying the Irish market with fitted kitchens. We are a family run business and endeavour to ensure all our kitchens are supplied and fitted to the highest standard.

Timbercraft appreciate your business and we wish you many years of happiness in your new fitted kitchen.

Yours Sincerely,

*The Timbercraft Team*

**Newbridge Design Studio**

Lower Cutlery Road, Kilbelin, Newbridge,  
Co. Kildare, W12 YT04

T: [045 432 100](tel:045432100)

E: [info@timbercraft.ie](mailto:info@timbercraft.ie)

**Dublin Design Studio**

Unit 1, The Joinery, Bakers Point,  
Pottery Road, Dun Laoghaire,  
Co. Dublin, A96 X5DF

T: 01 207 0713

E: [info@timbercraft.ie](mailto:info@timbercraft.ie)

These Terms and Conditions of Trading apply to all contracts between Timbercraft and you our "customer"

**Deposits:**

Deposits are non-refundable

**Pricing:**

All our prices are inclusive of the current rate of VAT and include all relevant promotional discounts.

**Retention of Title & Late Payment Fees:**

Goods will remain the property of Timbercraft until full payment has been made and cleared at our bank, but the risk lies with the client once delivered.

Should payment not be made within the agreed payment terms, the late payment interest and compensation will be added to the outstanding debt in accordance with

'The Late Payment of Commercial Debts Regulations 2002'.

**Computer generated Visuals:**

All visuals are provided on condition that they are accepted as an artistic interpretation only, and not intended to offer an actual representation of the proposed kitchen.

**Returns Policy:**

Furniture and worktops are non-returnable as they are made to order.

Appliances, sinks, taps and lighting – if boxed in original packaging they are returnable but subject to a 25% handling charge; if unboxed they are non-returnable.

Handles are non-returnable once fitted. If they have not been fitted then a 25% handling charge will apply.

If items that need to be returned are deemed to be the responsibility of Timbercraft this will be Free of Charge

**Damages after sign-off:**

In the unfortunate event that damage occurs to your kitchen after being signed off, we are able to replace most items at a preferential rate.

**Supply & Fit Contracts: Removal of Existing Furniture:**

Unless a charge has been implemented in the original contract, the Client is responsible for the removal of the existing kitchen, and for providing all the relevant services to suit the new layout.

**Supply & Fit Contracts: Finishes by Client:**

All builders' work, decoration and tiling to be by Client, unless otherwise stated.

**Supply & Fit Contracts: Floor Finish:**

Plinths will be fitted to suit the thickness of the floor finish. Any need to refit plinths removed by others after the Practical Completion of the furniture installation, will be subject to an additional charge on a Day-Rate basis.

**Supply & Fit: Notice of Delay by Client of Agreed Installation Date:**

The Client must give at least 10 working days' notice of any delay required to the agreed installation date. If such notice is not given, the Client will be totally responsible for any additional costs Timbercraft has to bear as a result of this.

Subsequent rescheduling of the installation, after a Clients notice of delay, will be subject to available dates within Timbercraft Installation Schedule.

Although the earliest date possible will be offered, no guarantee can be given that this will be quicker than the standard 6-week call-off period.

**Supply & Fit Contracts: Delivery:**

Under the Health & Safety act, it is the Client's responsibility to ensure that they provide close, safe and suitable access to the area of the installation. If this is not available, the delivery will be aborted and an additional delivery charge will be levied.

Any damage suffered by the goods as a result of assistance being given by the client to necessitate suitable delivery will be borne by the Client. Any damage whatsoever caused as a result of our delivery must be notified to the driver and Timbercraft at time of delivery.

Timbercraft aim to deliver promptly, however due to reasons out of our control (Covid 19), there may be inability to deliver on the selected delivery date(s).

We will not take liability for any losses incurred as a result of late delivery.

### **Supply & Fit Contracts: Practical Completion & Responsibility of Damaged Goods:**

Upon practical completion of each stage of installation, our installer will request that the Client (or their representative) sign off their work to ensure complete satisfaction. The maximum amount of time we give for this is 7 days, thereafter all items become chargeable.

### **Supply & Fit Contracts: Quantity of Furniture Goods:**

The design is based on standard installation parameters, especially in relation to the quantity of cornice, light pelmet, plinth, materials for infills and the like, worktop edging and worktops.

Therefore, the Contract cost is for the project as a whole.

Timbercraft are unable to accept such surplus items, as above, for return and credit after delivery.

### **Supply & Fit Contracts / Retail & Refurbishment: Warranty Period:**

5 years from the date of Practical Completion. This does not invalidate any special extended guarantee periods offered by the initial manufacturer. (Five years)

This warranty does not cover fair wear and tear, neglect or misuse of your goods. Please see attached Care Manual. There will also be a hardcopy of the care manual provided to you with the kitchen on completion.

Stone & solid Worktops – Warranty by chosen supplier.

Appliances – Warranty by Appliance manufacture. It is the customers responsibility to register the appliance with the manufacture.

Appliance operating instruction for Leonard, Progress, Bora, Airforce & Elica can be found at the following links

<https://www.leonard-hausgeraete.de/>

<https://www.progress-hausgeraete.de/de-de/>

<https://www.bora.com/int/en/service/download/>

<http://nobilia.airforcespa.it/>

<https://elica.com/DE-de/dunstabzugshauben#>

**Changes to product:**

Manufactures reserve the right to make changes to products and technical data without prior notice and from time of order to supply there may be change of specification without our knowledge or the quoted produced maybe superseded, in this case Timbercraft cannot be held responsible.

**Installation Notes:**

The Client is advised to read these carefully as they constitute part of their contract with Timbercraft.

It is the responsibility of the Client to provide adequate electrical power and lighting on site.

All plumbing & gas services to be by Client.

All final gas connections to appliances to be by Client.

Provision of a hole through the external wall for the extractor ducting, to be by Client.

Provision of ceiling fixing plate and related ducting through ceiling void, for suspended island chimney extractors to be undertaken by the Client.

Only a minimal scribing tolerance is allowed for in the furniture carcasses and panels.

Therefore, any gaps between the units/panels and wall surfaces which are the result of wall surfaces not being flat, perpendicular; will be the responsibility of the Client.

It has been assumed that the installation of the furniture and appliances (if supplied by Timbercraft) will be undertaken at the same time. Thus, no allowance has been made for the additional cost of any subsequent visit to install the appliances after completion of the furniture installation. Should site conditions prove impractical for appliances to be installed, or at the request of the Client; any resultant return visit to undertake appliances installation will be a Day-Rate chargeable basis.

Where applicable, a minimum period of 10 working days should be allowed between the templating for Granite/Caesarstone/Glass worktops and their subsequent installation.

Yours Sincerely,



Martin O'Connor

Managing Director