



Terms & Conditions of Business

1. We agree fitting dates with you on the basis that these are dependent on other customers keeping to their agreed appointments. As installation can from time to time encounter unexpected problems, you will appreciate that there can be a knock-on effect which may delay installation. We will however keep you informed at all times and endeavour to complete fitting as speedily as possible and in any event no later than 4 weeks
2. A detailed site visit for the purpose of precise measuring of the job will be required which may require slight adjustments that will be included in our letter of appointment.
3. All the furniture will be handmade by craftsmen using time served and proven techniques. All drawers are made out of solid materials with dovetailed joints. All frames for doors and drawer fronts are morticed and tenoned. There may be some instances where it is necessary to use man-made materials for the integrity of our furniture such as where fireproofing is required etc. All furniture, fittings and fixtures are high grade carefully selected to suit your specific requirements using solid brass butt hinges, high grade magnetic catches, Dyna Pro runners with correct load bearing capacities, all other fittings being of an equally high quality. Where a customer has selected a paint colour from a proprietary paint range, we shall source and use an identical colour from our trade suppliers. The same attention to detail is applied internally where an appropriate stain is applied to enhance the finish of the wood and high grade natural oils are used where necessary. All hardwood worktops are finished in high quality finishing oil or varnish with at least five coats applied by hand and denibbed to produce a glass like finish. A maintenance kit will be provided and accompanied with instructions on maintaining your furniture. As with all natural products there may be minor irregularities or variations but these should be expected from a customised product.
4. The nature of our product is entirely bespoke. The invoice for all works includes design drawings, consultation and administration. Therefore cancellations can not be accepted at any stage past the point of initial appointment and acceptance of a quotation. Should the cost of works alter at any stage due to the unforeseen circumstances or client requests then this information will be communicated to you at the earliest possible opportunity.
5. In the case of specially ordered items such as granite worktops we must point out that on occasion this can be subject to delay in delivery which may be beyond the control of both ourselves and the supplier. This can also apply to other specialist fittings - in such cases we may attempt to supply a substitute item on a temporary basis pending delivery of the originally ordered item. The delay in such a case shall be considered to be beyond our control and as such will not constitute a breach of contract by ourselves - all monies payable will nevertheless be due on the basis that all items supplied to that point are fully functioning.
6. Where appliances are not supplied by ourselves we will make a £75 charge per item in respect of all integrated machines.

7. If payments are not made by the dates specified in the quotation letter, interest will automatically be charged on the overdue amount at 4% over the Base Rate prevailing at that time. In the event of late payment, we reserve the right to request immediate payment of the outstanding balance in full, unless any prior agreement is made to the contrary. Please note that until the final payment has been received the goods remain the sole property of Montagu's of Leicester Ltd.
8. The completion payment shall be paid on completion and when snagging work has been cleared and all necessary Planning/Conservation & Building Control paperwork/completion certificate have been received by the Client
9. You agree that we may take photographs of the furniture we have fitted in your home at all stages of the fitting. At no stage will names and addresses be disclosed without prior approval of the clients
10. We understand that on occasions it may not be possible for customers to remain with our workmen for all or part of the time during the fitting. We will in such cases exercise all due care and caution and ensure that the property is left secure and – apart from any ongoing works – in the same condition as when we commenced work. We cannot be held liable for the acts or misdeeds of any other third party who may be on the premises at the same time as ourselves or is otherwise working there.
11. Our furniture is designed and built to last which proper care will ensure happens. As with many bespoke items made from natural products, there will be an initial period of settling-in, as a result of which “snagging“ may be required. We will therefore return within 12 months from the date of completion to attend to such matters, although we cannot accept any responsibility to do this without charge where cosmetic or other damage has been caused to the furniture following installation. We are also able to return in future years to inspect the furniture and for an agreed charge perform any routine maintenance and re-decoration which may be necessary as a result of normal wear and tear.