

# LANGLEY · FURNITURE · WORKS

Cabinet making & specialist joinery in the heart of Northumberland

## Terms and Conditions – Business

### Background:

These Terms and Conditions shall apply to the provision of services by Langley Furniture Works Limited Company Number 14637571, at The Old Brickyard, Langley, Hexham, NE47 5LA (“the Joiner”) to customers that require their services.

### 1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

- “Agreement”** means the contract into which the Parties will enter on the Customer’s acceptance of the Estimation and of these Terms and Conditions which shall incorporate, and be subject to, these Terms and Conditions;
- “Agreed Times”** means the times which the Parties shall agree upon during which the Joiner shall have access to the Property to render the Services;
- “Business Day”** means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in England;
- “Confidential Information”** means, in relation to either Party, information which is disclosed to that Party by the other Party pursuant to or in connection with the Agreement (whether orally or in writing or any other medium, and whether or not the information is expressly stated to be confidential or marked as such);
- “Customer”** means the individual or business that requires the Services subject to these Terms and Conditions and the Agreement;
- “Final Fee”** means the total of all sums payable which shall be shown on the invoice issued in accordance with Clause 4 of these Terms and Conditions.
- “Job”** means the complete rendering of the Services;
- “Order”** means the Customer’s initial request to acquire the Services from the Joiner as set out in Clause 2 of these Terms and Conditions;
- “Products”** means the products required to render the Services which the Joiner shall procure and supply (unless otherwise agreed);
- “Property”** means the Customer’s property or premises, as detailed in the Order and the Agreement, at which the Services are to be rendered;

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- “Estimation”** means an estimation detailing proposed fees and services supplied to the Customer in accordance with Clause 2 of these Terms and Conditions;
- “Estimated Fee”** means the Fee which will be quoted to the Customer following the Order which may vary according to the actual work undertaken as set out in Clause 4 of these Terms and Conditions;
- “Services”** means the joinery services provided by the Joiner as detailed in Clause 5 of these Terms and Conditions;
- “Visit”** means any occasion, scheduled or otherwise, on which the Joiner shall visit the Property to render the Services; and
- “Work Area”** means the part of the Property within which the Services are to be rendered
- “Terms and Conditions”** means these Terms and Conditions and each of the Schedules as amended.

## 2. Orders

- 2.1 The Joiner accepts orders for their Services through telephone, email etc.
- 2.2 When placing an Order the Customer shall set out, in detail, the Services required. Details required include the location and size of the Property, number and type of rooms in which work is required, and the type(s) of joinery (e.g. fitting, fabrication etc.).
- 2.3 Once the Order is complete and submitted the Joiner shall prepare and submit an estimation to the Customer either by email or post which shall set out the required Deposit and fee, detailed in Clauses 3 and 4 respectively.
- 2.4 The Customer shall be free to make changes to the Order and estimation prior to acceptance. The Customer may accept the Estimation by telephone, email or post.

## 3. Deposit

- 3.1 At the time of accepting the Estimation the Customer shall be required to pay a Deposit to the Joiner. The Deposit shall be 25% of the Estimated Fee. The Deposit allows the Joiner to commence work on the project and to schedule the works with other activities. Orders shall not be deemed confirmed until the Deposit is paid in full.
- 3.2 The Deposit shall be non-refundable.

## 4. Fees and Payment

- 4.1 The Estimated Fee shall include the price payable for the Services and for the estimated Products required to render the Services.
- 4.2 The Joiner shall use all reasonable endeavours to use only the Products (and quantities thereof) set out in the Estimation; however if additional Products are required the Final Fee shall be adjusted to reflect this. Any such increases shall be kept to a minimum.

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- 4.3 In the event that the prices of Products or services increase during the period between the Customer's acceptance of the Estimation and the commencement of the Services, the Joiner shall inform the Customer of such increase and of any difference in the Final Fee.
  - 4.4 The Joiner shall usually invoice the Customer when the provision of the Services is complete. Alternatively, the Joiner may invoice in agreed instalments as the project progresses, or with a 25% Deposit, an interim payment of 50% and a final balance payment at the end of the work.
  - 4.5 All invoices must be paid within 14 days of receipt by the Customer. Payment is not deemed to have been made until the Fees have been paid in full. If payment is not made in full and within time the Services may be suspended and payment in advance may be required before the Services are re-commenced. The Joiner reserves the right to require Fees to be paid in advance of the commencement of the Services where applicable and agreed in writing.
  - 4.6 Any sums which remain unpaid following the expiry of the time period set out in sub-Clause 4.5 shall incur interest on a daily basis at 2% above the base rate of Bank of England obtaining at the time.
5. Services
- 5.1 The Services shall be rendered in accordance with the specification set out in the accepted Estimation (as may be amended by mutual agreement from time to time).
  - 5.2 The Joiner may provide sketches, impressions, plans, diagrams or similar documents in advance of the Job. Any such material is intended for illustrative purposes only and is not intended to provide an exact specification of the Job nor to guarantee specific results.
  - 5.3 The Joiner shall use all reasonable endeavours to ensure that the materials used match those chosen by the Customer and are consistent throughout the Property (or relevant areas thereof). Notwithstanding this the Joiner cannot guarantee the quality, finish, grain (and similar aspects) of the materials; nor can consistency be guaranteed throughout due to unavoidable variances which may arise either in the manufacturing process of the materials or out of their natural characteristics.
  - 5.4 The Joiner shall ensure that the Services are rendered with reasonable care and skill and to a reasonable standard which is commensurate with best trade practice.
  - 5.5 The Joiner shall ensure that no other parts of the Property suffer damage as a result of their rendering of the Services. Any damage which may occur shall be made good at no additional expense to the Customer prior to completion of the Job.
  - 5.6 Where any materials are used externally or in other parts of the Property where they may be exposed to water or moisture the Joiner shall ensure that those materials are suitably treated for protection against rot and other water damage.
  - 5.7 The Joiner shall ensure that they comply with any and all relevant codes of practice.
  - 5.8 The Joiner shall properly dispose of all waste that results from their rendering of the Services.
  - 5.9 Time shall not be of the essence in the rendering of the Services under these Terms and Conditions or under the Agreement.
  - 5.10 Following completion of the Job the Customer shall have a period of 14 days within which to inspect the completed work and to notify the Joiner of any defects. The Joiner shall correct such defects at no additional cost to the Customer. If the Customer does not notify the Joiner of any defects within this period the Customer shall be deemed to have accepted the work in its entirety.

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## 6. Customer's Obligations

- 6.1 If any consents, licenses or other permissions are needed from any third parties such as landlords, planning authorities, local authorities or similar, it shall be the Customer's responsibility to obtain the same in advance of the commencement of the Services. The Customer shall indemnify the Joiner for any losses or costs incurred as a result of any failure by the Customer to secure such consent, license or permission.
- 6.2 The Customer shall ensure that the Joiner can access the Property at the Agreed Times to render the Services.
- 6.3 The Customer shall have the option of giving the Joiner a set of keys to the Property or being present at the Agreed Times to give the Joiner access. The Joiner warrants that all keys shall be kept safely and securely.
- 6.4 The Customer shall ensure that the Work Area is kept clear of furniture, fixtures and fittings and out of use for the duration of the Job unless otherwise directed by the Joiner.
- 6.5 If the Customer is required to provide measurements to the Joiner, the Joiner shall not be responsible for any inaccuracies which may result. If additional work is required to make up for a shortfall in measurements, the Joiner shall charge the Customer accordingly. If there is an excess of materials due to excessive measurements the Joiner shall not reimburse the Customer for such excess.
- 6.6 The Customer shall ensure that the Joiner has access to electrical outlets and welfare facilities unless agreed otherwise.

## 7. Cancellation

- 7.1 The Customer may cancel or reschedule the Job at any time before the start of production. The following shall apply to cancellation or rescheduling:
  - 7.1.1 If the Customer cancels the Job more than 28 days before the start of production the Joiner shall issue a full refund of all sums paid, including the Deposit.
  - 7.1.2 If the Customer reschedules the Job more than 28 days before the start of production the Joiner shall retain all sums paid, including the Deposit and shall deduct all such sums from any related balance payable on the rescheduled Job.
  - 7.1.3 If the Customer cancels the Job less than 28 days but more than 14 days before the start of production the Joiner shall refund any sums paid less the Deposit.
  - 7.1.4 If the Customer reschedules the Job less than 28 days before the start of production the Joiner shall retain any sums paid including the Deposit and shall deduct all such sums from any balance payable on the rescheduled Job.
  - 7.1.5 If the Customer cancels the Job less than 14 days before the start of production the Joiner shall retain all sums paid and any outstanding sums shall become immediately payable. No refund shall be issued.
- 7.2 The Joiner may cancel the Job at any time before the start of production and shall refund all sums paid, including the Deposit.

## 8. Liability, Indemnity and Insurance

- 8.1 The Joiner shall ensure that they have in place at all times suitable and valid insurance which shall include public liability insurance.
- 8.2 The Joiner will use reasonable care and skill in performing the Services. Where any valid claim (in contract or tort) in respect of the Services is made, the Customer may be entitled

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to a refund of the Fees or part of the Fees paid.

- 8.3 The Joiner's liability in respect of any loss of good will, loss of business, loss of profits, loss of anticipated savings, loss of use or for any other consequential, special or indirect loss or damage will be NIL
- 8.4 Nothing in these Terms and Conditions shall limit or exclude the Joiner's liability for death or personal injury as a result of the Joiner's negligence.
- 8.5 The Customer shall indemnify the Joiner against any costs, liability, damages, loss, claims or proceedings arising out of the Customer's failure to meet any of its obligations or any other breach of these Terms and Conditions.

## 9. Guarantee

- 9.1 The Joiner guarantees that the product of all Services provided shall be free from any and all defects for a period of 12 months – 5 years for glazing – following completion of the Job.
- 9.2 If any defects in the product of the Services appear during the guarantee period set out in sub-Clause 9.1 the Joiner shall rectify any and all such defects at no cost to the Customer.

## 10. Data Protection

- 10.1 Each party will keep the confidential information of the other party and any third party confidential and secret, and only use it for the purposes of supplying the Services or making proper use of the Services. Each party recognises and accepts its obligations with regard to the control and the processing of personal data under the current data protection legislation and regulations. For more information on this, please see our Privacy Notice on our website at [Privacy-Policy](#)

## 11. Confidentiality

- 11.1 Except as provided by sub-Clause 11.2 or as authorised in writing by the other Party, each Party shall, at all times during the continuance of the Agreement and after its termination:
  - 11.1.1 keep confidential all Confidential Information;
  - 11.1.2 not disclose any Confidential Information to any other party;
  - 11.1.3 not use any Confidential Information for any purpose other than as contemplated by and subject to the terms of the Agreement;
  - 11.1.4 not make any copies of, record in any way or part with possession of any Confidential Information; and
  - 11.1.5 ensure that none of its directors, officers, employees, agents, sub-contractors or advisers does any act which, if done by that Party, would be a breach of the provisions of sub-Clauses 11.1.1 to 11.1.4 above.
- 11.2 Either Party may:
  - 11.2.1 disclose any Confidential Information to:
    - 11.2.1.1 any sub-contractor or supplier of that Party;
    - 11.2.1.2 any governmental or other authority or regulatory body; or
    - 11.2.1.3 any employee or officer of that Party or of any of the aforementioned persons, parties or bodies;

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to such extent only as is necessary for the purposes contemplated by the Agreement (including, but not limited to, the provision of the Services), or as required by law. In each case that Party shall first inform the person, party or body in question that the Confidential Information is confidential and (except where the disclosure is to any such body under sub-Clause 11.2.1.2 or any employee or officer of any such body) obtaining and submitting to the other Party a written confidentiality undertaking from the party in question. Such undertaking should be as nearly as practicable in the terms of this Clause 11, to keep the Confidential Information confidential and to use it only for the purposes for which the disclosure is made; and

11.2.2 use any Confidential Information for any purpose, or disclose it to any other person, to the extent only that it is at the date of the Agreement, or at any time after that date becomes, public knowledge through no fault of that Party. In making such use or disclosure, that Party must not disclose any part of the Confidential Information which is not public knowledge.

11.3 The provisions of this Clause 11 shall continue in force in accordance with their terms, notwithstanding the termination of the Agreement for any reason.

## 12. Force Majeure

12.1 No Party to the Agreement will be liable for any failure or delay in performing their obligations where such failure or delay results from any cause that is beyond the reasonable control of that Party. Such causes include, but are not limited to: power failure, internet service provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, epidemic, governmental action or any other event that is beyond the control of the Party in question.

12.2 In the event that a Party to the Agreement cannot perform their obligations thereunder as a result of force majeure for a continuous period of 12 weeks, the other Party may at its discretion terminate the Agreement by written notice at the end of that period. In the event of such termination, the Parties shall agree upon a fair and reasonable payment for all Services completed up to the date of termination. Such payment shall take into account any prior contractual commitments entered into in reliance on the performance of the Agreement.

## 13. Termination

13.1 Either Party may immediately terminate the Agreement by giving written notice to the other Party if:

13.1.1 any sum owing to that Party by the other Party under any of the provisions of the Agreement is not paid within 14 days Business Days of the due date for payment;

13.1.2 the other Party commits any other breach of any of the provisions of the Agreement and, if the breach is capable of remedy, fails to remedy it within 1 calendar month after being given written notice giving full particulars of the breach and requiring it to be remedied;

13.1.3 an encumbrancer takes possession, or where the other Party is a company, a receiver is appointed, of any of the property or assets of that other Party;

13.1.4 the other Party makes any voluntary arrangement with its creditors or, being a company, becomes subject to an administration order (within the meaning of the Insolvency Act 1986);

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- 13.1.5 the other Party, being an individual or firm, has a bankruptcy order made against it or, being a company, goes into liquidation (except for the purposes of bona fide amalgamation or re-construction and in such a manner that the company resulting therefrom effectively agrees to be bound by or assume the obligations imposed on that other Party under the Agreement);
  - 13.1.6 that other Party ceases, or threatens to cease, to carry on business; or
  - 13.1.7 control of that other Party is acquired by any person or connected persons not having control of that other Party on the date of the Agreement. For the purposes of this Clause 13, “control” and “connected persons” shall have the meanings ascribed thereto by Sections 1124 and 1122 respectively of the Corporation Tax Act 2010.
- 13.2 For the purposes of sub-Clause 13.1.2, a breach shall be considered capable of remedy if the Party in breach can comply with the provision in question in all respects.
- 13.3 The rights to terminate the Agreement shall not prejudice any other right or remedy of either Party in respect of the breach concerned (if any) or any other breach.

## 14. Effects of Termination

Upon the termination of the Agreement for any reason:

- 14.1 any sum owing by either Party to the other under any of the provisions of the Agreement shall become immediately due and payable;
- 14.2 all Clauses which, either expressly or by their nature, relate to the period after the expiry or termination of the Agreement shall remain In full force and effect;
- 14.3 termination shall not affect or prejudice any right to damages or other remedy which the terminating Party may have in respect of the event giving rise to the termination or any other right to damages or other remedy which any Party may have in respect of any breach of the Agreement which exist at or before the date of termination;
- 14.4 subject as provided in this Clause 14 and except in respect of any accrued rights neither Party shall be under any further obligation to the other; and
- 14.5 each Party shall (except to the extent referred to in Clause 11) immediately cease to use, either directly or indirectly, any Confidential Information, and shall immediately return to the other Party any documents in its possession or control which contain or record any Confidential Information.

## 15. No Waiver

No failure or delay by either Party in exercising any of its rights under the Agreement shall be deemed to be a waiver of that right, and no waiver by either Party of a breach of any provision of the Agreement shall be deemed to be a waiver of any subsequent breach of the same or any other provision.

## 16. Set-Off

Either party shall be entitled to set-off any sums in any manner from payments due or sums received in respect of any claim under the Agreement or any other agreement at any time.

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## 17. Time

The Parties agree that the times and dates referred to in the Estimation are for guidance only and are not of the essence of the Agreement and may be varied by mutual agreement between the Parties.

## 18. Relationship of the Parties

Nothing in the Agreement shall constitute or be deemed to constitute a partnership, joint venture, agency or other fiduciary relationship between the Parties.

## 19. Third Party Rights

No part of the Agreement is intended to confer rights on any third parties and accordingly the Contracts (Rights of Third Parties) Act 1999 shall not apply to the Agreement.

## 20. Notices

All notices under the Agreement shall be in writing and be deemed duly given if signed by, or on behalf of, a duly authorised officer of the Party giving the notice. Notice may be by post or email.

## 21. Entire Agreement

21.1 The Agreement contains the entire agreement between the Parties.

21.2 Each Party shall acknowledge that, in entering into the Agreement, it does not rely on any representation, warranty or other provision except as expressly provided in the Agreement, and all conditions, warranties or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

21.3 Variations to this Agreement must be in writing and agreed by both Parties and may incur additional Fees.

## 22. Severance

In the event that one or more of the provisions of the Agreement and/or of these Terms and Conditions is found to be unlawful, invalid or otherwise unenforceable, that / those provision(s) shall be deemed severed from the remainder of the Agreement and/or these Terms and Conditions. The remainder of the Agreement and/or these Terms and Conditions shall be valid and enforceable.

## 23. Dispute Resolution

The parties agree to undertake meaningful ADR in an attempt to resolve any dispute.

## 24. Law and Jurisdiction

These terms and any dispute arising from them shall be governed by the laws of England and Wales.