

R E T T O

INTERIORS

Design Package and Fees

Prior to the Order Confirmation (OC) payment, a payment of £500 is required to access our full design package.

This includes:

- Unwatermarked images that you are free to use elsewhere with no copyright restrictions
- A full breakdown of costs and detailed measurements throughout the design process

This fee is not a deposit for your kitchen — it is a payment for our design knowledge, expertise, and time.

If you proceed with a kitchen order through us, the £500 will be fully refundable against the final kitchen value.

If this agreement is not made:

- Only our basic design package is offered
- Up to 2 Site surveys and 2 revisions are to be offered free of charge
- It includes no price breakdowns
- No plans or images will be printed or emailed
- Designs are only discussable in person and not shareable externally

Deposit Payment (Furniture)

A deposit equal to **50% of the total furniture cost** is required to:

- Secure the agreed pricing and initiate the ordering process for your kitchen furniture.
- Confirm your commitment to proceed with your chosen design.

Appliance Payment

At this stage, you may also choose to pay for your **appliances in full**. This is strongly recommended, as full payment ensures that your selected appliances are secured at the **current price, with guaranteed stock allocation and delivery date**.

If you prefer not to pay for your appliances in full at this stage, a payment schedule can be arranged; however, please note that this **will not secure appliance stock, current pricing, or delivery date**.

Balance Payment (Furniture)

The remaining **50% of the furniture cost** is due **no later than 7 days prior to delivery**.

This payment confirms your delivery and installation scheduling.

Fitting, Worktops, and Installation Payments

Payment for **fitting, installation, and worktops** are due **after completion** of the works.

Once the project is complete and signed off, the final invoice for these elements will be issued and must be settled within 48 hours.

Summary:

- 50% of furniture cost – Payable as deposit to secure the order.
- 50% of furniture cost – Payable 1 week before delivery.
- Appliances – Recommended full payment with deposit (optional payment plan available but does not secure stock, price, or delivery date).
- Fitting and worktops – Payable after completion.

Finance and Payment Methods

Your chosen method of payment (bank transfer, cash, card, or financing) must be confirmed at the point of deposit.

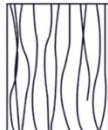
Once the deposit has been paid, we are unable to change the payment method or reissue documents under a different financial agreement or lender.

If you require financing, this must be arranged and approved After the deposit is paid.

Planning and Design

At the point of Order Confirmation, all key site works (such as plastering, flooring, and first fix plumbing/electrical) must be completed to enable accurate installation.

If the site is unfinished or deviates from the surveyed condition, the client will be responsible for all variations or remedial work that may arise as a result.



RETTO

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Trade Responsibility

- Plumbers and electricians must review and verify the final kitchen plans prior to their works.
- All connection points and specifications should be cross-referenced with their system requirements.

We are not responsible for errors or incompatibilities arising from a failure by external trades to verify plans.

We do not undertake liability for the workmanship, timeliness, or specification compliance of third-party or client-appointed contractors.

Sign-Off and Design Finalisation

At both deposit and OC stages, order forms and kitchen plans must be signed by the client.

Sign-off confirms:

- All details have been reviewed and agreed upon.
- All items (appliances, finishes, layouts, worktops, accessories, etc.) are correct.
- Any discussions and assumptions have been clarified in writing.

Installation

Installation works will be carried out by our trained teams or trusted subcontractors as agreed.

Clients must ensure the site is accessible, safe, and ready by the confirmed installation start date.

Any delays in site readiness may result in rebooking charges, missed installation windows, and additional project management fees.

It is the client's responsibility to inform us of any changes to site conditions, access limitations, or utilities availability at least 72 hours prior to installation.

Delivery

Clients must ensure there is clear access to the property for deliveries, including suitable parking, wide doorways, and unobstructed paths.

Fees will apply for:

- Failed deliveries due to access issues
- On-site wait time exceeding 30 minutes
- Rescheduled delivery dates without at least 48 hours' notice

Appliances are delivered directly to site by a third party (e.g., manufacturer), they could arrive 2 weeks prior to the scheduled kitchen installation.

All appliances should be checked by the client for damages or missing parts upon arrival. We cannot proceed with installation using incomplete or damaged goods.

Remedials and Delays

If site access is not possible at the scheduled delivery or installation date, storage fees will apply at the daily rate of £35.00 +VAT

Any failed delivery due to incomplete or inaccessible sites will incur a re-delivery charge. (Up to £1000.00 +VAT)

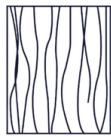
Remedial works due to site alterations, trades not following plans, or delayed services will be chargeable unless previously agreed in writing.

Warranty

We offer a warranty on our furniture and installation, the details of which will be outlined in your specific agreement.

Customers are responsible for activating and validating any manufacturer warranties (e.g., on appliances or worktops) in line with the supplier's terms.

Please contact us directly as the first point of contact for any product or installation concerns. We will assist where possible in managing warranty claims or repairs where applicable.



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Complaints Procedure

We are committed to delivering exceptional service and handling issues promptly and professionally.

If you have a concern or complaint:

- Please notify us in writing within 7 days of the issue arising.
- Include your project reference number and detailed description of the issue.

We will acknowledge your complaint within 2 working days and aim to provide a resolution within 10 working days.

If a mutual resolution cannot be reached, we will advise on escalation pathways, which may include third-party mediation.