

## Terms & Conditions - Matthew Bray Interiors

- These Terms & Conditions explain how we work and what you can expect when you choose Matthew Bray Interiors. We aim to keep everything clear, fair, and straightforward.
- By accepting a quotation or allowing work to commence, you agree to these Terms & Conditions.

### 1. Our Services

- Matthew Bray Interiors provides the following services to residential customers (B2C):
- Kitchen installation (install only)
- Kitchen supply and installation
- Fitted furniture supply and installation
- Interior refurbishment works, including coordination of specialist trades such as electricians, plumbers, plasterers, tilers, decorators, floor layers, and others where agreed
- The specific services included will be clearly outlined in your quotation.

### 2. Quotations & Pricing

- All quotations are based on the information available at the time of survey/quotation and are prepared on a non-invasive basis.
- Prices include only the work described in the quotation.
- If additional work is required due to items being removed, rooms being cleared, or previously hidden issues becoming apparent (e.g. damaged walls/floors, unsafe electrics/plumbing), this will be discussed and quoted as a variation. No additional work will be carried out without your approval in writing.
- Any additional work requested by the customer will be discussed and agreed in writing before being carried out.
- Quotations are valid for a stated period (or 30 days if not specified).

**Non-invasive survey: All surveys and quotations are completed on a non-invasive basis and are based on the conditions visible and accessible at the time. If additional work is identified once existing kitchens/fixtures are removed, rooms are cleared, or works progress (e.g. hidden damage, uneven walls/floors, defective plumbing/electrics, unsuitable substrates), these works may incur additional charges. Any additional work will be discussed with the customer and agreed in writing before being carried out.**

### 3. Kitchen Installation (Client-Supplied Kitchens)

- Where the kitchen is supplied by the client or a third-party supplier:
- We are responsible for installing the kitchen units and components as supplied.
- We cannot provide a warranty on the kitchen units, cabinets, doors, appliances, or worktops themselves.
- Any defects, shortages, or manufacturing issues remain the responsibility of the supplier.
- We are not liable for delays caused by missing, damaged, or incorrect items.
- For Wickes, B&Q and Magnet installations, where parts are missing/delayed and this prevents full completion, the customer agrees to sign the completion certificate on the last day of the main installation works, with any outstanding/minor works clearly noted on the certificate for a return visit once parts are available.
- Our workmanship for installation remains covered as outlined in Section 9.

**Payment for completed works: Where we are installing a customer-supplied kitchen, or carrying out works as an approved installer on behalf of a third-party retailer (including but not limited to Wren, Wickes, Magnet, B&Q), the customer remains responsible for payment of all works completed by us directly (including Specialist Works and labour to date), regardless of any delays, shortages, damage to supplied goods, or inability of the retailer/manufacturer to proceed with their part of the installation. Any delays or outstanding items relating to supplied products do not waive or delay payment for works already carried out by us.**

### 4. Kitchen Supply & Installation

- Where Matthew Bray Interiors supplies and installs the kitchen:
- We are responsible for both supply and installation of the agreed items.
- Manufacturer warranties apply to supplied products.
- Our installation workmanship is covered as outlined in Section 9.
- Any design approvals must be confirmed by the client prior to ordering.

### 5. Fitted Furniture Supply & Installation

- For fitted furniture (such as wardrobes, storage units, or bespoke cabinetry):
- Designs and specifications will be agreed prior to manufacture.
- Natural variations in materials and finishes may occur.
- Manufacturer warranties apply to supplied products.
- Installation workmanship is covered as outlined in Section 9.

## 6. Interior Refurbishment & Specialist Trades

- Where refurbishment works include other trades:
- We may coordinate trusted specialist trades where agreed.
- Each trade remains responsible for the quality and compliance of their own work.
- We are not responsible for delays caused by factors outside our control, including trade availability or unforeseen site conditions.
- Any changes requested during works may affect cost and programme.

## 7. Programme & Access

- Start dates and durations are estimates and may change due to circumstances beyond our control.
- The client must provide safe and reasonable access to the property during agreed working hours.
- Utilities such as electricity and water must be available.

**Works paused due to third-party issues: If installation is delayed or paused due to supplier issues outside our control, any completed works up to that point remain payable, and rescheduling/revisits may be chargeable.**

## 8. Client Responsibilities

The client agrees to:

- Ensure the site is ready for work to commence
- Remove personal items from work areas where requested
- Approve designs, layouts, and specifications before ordering
- Raise any concerns promptly so they can be addressed efficiently

## 9. Workmanship Warranty

- All installation work carried out by Matthew Bray Interiors is covered by a 5-year workmanship warranty, unless stated otherwise.
- This warranty covers installation-related issues arising from our workmanship.
- It does not cover normal wear and tear, misuse, or damage caused by third parties.

## 10. Delivery, Storage & Condition of Supplied Items

- All delivered kitchen components and materials must be stored correctly in a dry, flat and safe area in accordance with manufacturer guidance.
- Worktops, end panels and long panels must be stored FLAT (horizontal) at all times. They should be laid flat on the floor, with carcasses/doors/panels stacked flat on top where appropriate.
- Items must not be stored leaning against walls, standing on end, or resting on edges (vertical storage), as this can cause warping/twisting.
- Warped or twisted worktops/panels cannot be fitted. Any delays, additional visits, or replacement costs arising from incorrect storage or damaged materials may be chargeable and may affect the programme.

## 11. Exclusions & Limitations

- We are not responsible for:
- Pre-existing defects within the property
- Structural issues unless explicitly included
- Hidden issues discovered once work begins (these will be discussed if found)
- Manufacturer defects on client-supplied products
- Where delays are caused by the customer or the customer's own contractors (including lack of access, incomplete prerequisite works, or site not being ready), we may need to reschedule remaining works. Any remaining works will be rebooked around existing commitments and may be completed at the end of other scheduled projects.
- We cannot guarantee immediate return to site following customer/third-party delays. Any additional visits, remobilisation or waiting time may be chargeable where applicable.

## 12. Payments

- Payment terms will be clearly stated in your quotation.
- Payments must be made in accordance with agreed schedules.
- Late payments may delay works.

## 13. Cancellations

- Cancellation terms will be outlined in your quotation or contract.
- Any costs incurred prior to cancellation may be chargeable.

**14. Complaints & Resolution**

- If you have any concerns:
- Please raise them as soon as possible
- We aim to resolve issues fairly and promptly
- Most problems are best resolved through early communication

**15. Governing Law**

- These Terms & Conditions are governed by the laws of England and Wales.