

Visala Soft Furnishings Limited and Visala Fabrics Terms & Conditions

It is important to us that we, Visala Soft Furnishings Limited and Visala Fabrics, outline our terms and conditions before an order is agreed. Please take some time to read the following and should you have any questions or queries regarding them please do not hesitate to contact us.

1. Consultation

Our initial consultation is free of charge. The initial consultation is usually where we would understand your requirements, provide a design advice and take accurate window measurements to be able to provide bespoke made to measure products. Please note that we cannot be held responsible for the accuracy of measurements supplied by you. Follow up visits and consultations to discuss may be subject to a £35 charge.

2. Estimate

A full estimate will be provided and will detail the cost of all items to be provided. Prices for labour are fixed for 1 month from the date of estimate. Prices quoted for materials and hardware are correct as at the date of this estimate but may be subject to change if suppliers (the "Suppliers") increase their prices. You will be notified of any changes to prices before any orders are placed with Suppliers.

3. Hardware Fitting

We will not install any hardware fittings themselves directly and we are happy to recommend an independent professional fitting service for all hardware (i.e. blind tracks, window tracks, poles and pelmets). Although we will contact the fitter (the "Fitter") and obtain a price for works, the payment is to be made directly by you to the Fitter. We are not responsible for the actions, omissions or conduct of any third party Supplier, Fitter or other contractor appointed by you, including any failure to meet any timetable specified.

4. Material Supplied by Visala Fabrics

All materials supplied directly through us through one of our approved Suppliers are guaranteed for quality of material, damage and marks. They will all be unrolled and inspected before any cuts are made to ensure the fabric is fit for purpose. When supplying linings, interlinings and blackout linings, we always endeavour to source linings of very high quality.

5. Material Supplied by Customer

If the customer wishes to purchase material through a third party, that fabric will need to be delivered directly to the customer, unrolled and inspected for any flaws then rerolled and delivered to us. All fabric supplied by you will not be our responsibility and we will not accept liability for any marks, damage or imperfections. We will not check the fabric over and will assume that you have done so. We will not be held responsible for the quality of the final product once completed when fabric is not supplied by us.

If the customer supplies the fabric to us we will charge a 15% surcharge on our labour prices. We must charge the surcharge to cover the cost of consultations, calculating fabrics, site visits and fitting of finished products, as when fabric is supplied by us we make a small margin which we use to cover these costs.

6. Silk Fabric

We would like to make you aware that silk fabric if hung in a window with direct sunlight could cause the material to disintegrate and become threadbare. This is due to the fact that silk is a natural material. We therefore cannot be held responsible should you choose to use silk and for any disintegration that may happen over time.

7. Blackout Lining

When using blackout lining on curtains and blinds, please be aware that while we will endeavour to provide a total blackout, there may be an element of light that will possibly be able to make its way through. This could be down to the positioning of curtain tracks and poles and blind headrails.

8. Roman Blinds

When we make roman blinds, there will be no machine stitching on the front of the face fabric (unless requested) but in order to hold all the layers of material together we will stitch very small discreet stab stitches along the width of the blind in regular intervals. When this is done on a blackout roman blind, it can sometimes allow a tiny bit of light to show through these stitches but we will always do our best to reduce this from happening.

9. Cushions

When making cushions, we will as standard always include a feather cushion inner. If you require a microfibre hollow inner please make this known at the time of order otherwise replacement inners will be charged.

10. Lead Time for Works

At the time of providing our estimate, we will provide you with an estimated turnaround time for works to be completed. However, please be aware most products are bespoke and the turnaround time can vary and is dependent on order size and will be directly affected during our busy periods.

11. Completion of Works

Please note that once your items have been completed, we will contact you to make arrangements to deliver and fit them as necessary. We do not have the capacity to store items, so please place orders with a view to being able to take delivery on completion.

12. Installation of Works

Included within the cost of works, we will install, fit, hang and dress all soft furnishings provided by us. We do this to ensure that all bespoke made to measure items are installed looking their best.

13. Payment

If you wish to proceed with all or part of the estimate provided, payment is required in full before any orders will be placed with Suppliers or works will commence.

Visala Fabrics - Orders for fabrics and hardware will be supplied by Visala Fabrics and will be required to be settled in full at the time of ordering. Payment can be made either by cash, cheque or by bank transfer.

Bank Transfer Details

NatWest Bank

Account Name: Visala Fabrics

Sort Code: 60-10-33

Account Number: 15025209

Visala Soft Furnishings Limited - Orders for the labour and making of any soft furnishings will be supplied by Visala Soft Furnishings Limited. If the order is of an extremely large value, at our discretion an arrangement may be made whereby the order is paid by an initial deposit with final payment made before fitting. In these circumstances, we will provide the deposit figure and final payment figure. Payment can be made either by cash, cheque or by bank transfer.

Bank Transfer Details

NatWest Bank

Account Name: Visala Soft Furnishings Limited

Sort Code: 60-00-08

Account Number: 48693472

14. Termination

You have the right to cancel your order at any time. Please note that if you cancel your order we will only refund 50% of the labour charge as at the time of confirming your order, you are allocated time in the workroom according to the work agreed. Where we have already placed orders with Suppliers, we cannot guarantee a full refund as most Suppliers charge a restocking fee. Any payments made for labour already carried out by us at the time of termination will not be refunded, although any work completed at the time of termination will be supplied to you.

15. Liability

We give a twelve month guarantee on all work but we shall have no liability in respect of any defect arising from (1) fair wear and tear, (2) wilful damage, (3) negligence in using or caring for goods, (4) failure to follow the manufacturer's instructions and recommendations, (5) misuse, alteration or repair of goods. We shall not (except in respect of death or personal injury caused by our negligence) have any further liability to you in respect of this clause and we shall not be liable to you for indirect losses such as inconvenience in respect of any breaches which are not caused by our wilful default.