**TERMS AND CONDITIONS**

1. **Privacy -** We donot store credit card details, nor do we share customer details with any 3rd parties.
2. **Information –** All our prices are inclusive of VAT payable unless otherwise stated or requested.
3. **Products -** If for any reason we are unable to supply a product due to reasons beyond our reasonable control to any particular item, ABISS Solutions will not be liable to you except to offer another replacement item or that you are not charged for the item.
4. **Payment Terms -** Your order is a commitment to purchase from us. A deposit of 40% of the order will be required to secure the order. A cooling off period of 7 days will be given unless instructed by you to order the goods. After the 7-day period all deposits will be non-refundable.
5. **Delivery -** 7 days prior to delivery 80% of the balance must be paid to ABISS. Our delivery courier or our own van will make deliveries to you that will be co-ordinated through ourselves. We will at all times try to arrange deliveries convenient to yourselves without hindering the installation.
6. **Installation -** Once you have ordered an installation service, we will arrange times for any necessary trades to attend to carry out a survey, and an agreed date will be arranged with yourself. A breakdown of any additional installation services will be given to you in the costs. Throughout the installation there will be some disruption to the normal services within the home and reasonable access to the property for the installer is required. If for any reason not in our control the installation is delayed by the property not being ready for the installation or you are not in and left instructions for access, we may reserve the right to charge a delay charge. Whilst we make every effort to start and complete the installation within the given dates these are only guides for you for the installation dates. We will continue to provide you updates on the installation and any potential delays or issues that may arise during the installation.

**N.B we will ensure to the best of our ability that the installer performs the services with the due care and skill and observes our code of conduct and all Health and Safety rules.**

**Removal and Disposal excludes refrigeration items.**

1. **Cancellation Policy -** All cancellations must be in writing within 7 days of placing your order. If you are entitled to a refund, we will make this to the account that originally was charged for the deposit for the products or services. Refunds will be made at the earliest opportunity on cleared funds from yourself.
2. **Faulty Items -** If after installation is completed and you find a fault on appliances, we reserve the right to initially request a manufacturer or registered engineer for the brand to make a house visit to confirm the fault or repair the item. You should always complete and send off the manufacturer’s warranty guarantee.
3. **Payments -** Payments can be made via bank transfer. If there is a problem or delay with the transfer, we will contact you via e-mail or telephone.

40% deposit payment is required upon the order and authority will be taken for the 7 days cooling off period from that point, and not when the deposit arrives.

80% of the balance must be paid 7 days prior to the delivery of the main kitchen to yourself

The remaining balance must be paid on completion of the installation.

1. **Our Responsibility** - If we are in breach of these Terms and Conditions, we will be responsible for any direct losses that you suffer as a direct result to the extent that they are a foreseeable consequence to both of us.

Our products are for personal use only and our liability shall not include any business losses.

Our liability to you in connection with any purchase will not exceed the total price charged for the items.

1. **Warranty** - Warranty information for the cabinetry and doors shall be specified with the order.

All internal accessories, hinges, runners and internal fixtures is 2 years.

Appliances are covered by the manufacturers guarantee, it is recommended that the guarantee is registered immediately.

Worktops shall be specified on the order as long as all maintenance and care instructions are followed. Care of wooden worktops should be as per the manufacturer, laminate worktops should be cared for by eliminating exposure to heat, water on joints and spillages cleaned up immediately.

All installation work is guaranteed for 12 months against defective workmanship.

I agree to the terms and conditions

NAME SIGNED DATE