

General

The technical drawings/ CGI's/ Moodboards and Quotes form the basis of the installation services, as such you must ensure that you are happy with any changes the fitter makes to the proposed plan and that such changes are clearly identified on the plan before you agree to it. You agree not to approve the changes to the plan until you are happy with them.

If you are not happy with any of the proposals for supplementary work or any changes made to the proposed plan you should contact CEEN Spaces as soon as possible. Any alterations can then be discussed with timelines that may affect the project and an agreement reached.

Please note that timescales for delivery of completion will vary depending on the availability of goods and your address. We will agree with you on a timescale for delivery of services at the commencement of contractual agreement. Occasionally completion may be affected by an event outside our control. We will make every effort to provide and complete any services which we agree to provide to you within the timescales agreed between us.

Supply and Install

We will endeavour to complete the installation services as soon as possible but time for completion is not of the essence of this contract and we will not be liable for any reasonable delays.

If during the installation services, it appears that the walls are incapable of holding the Products or the utility connections are unsafe, faulty, flawed or of poor quality, we reserve the right to suspend the installation service until the necessary remedial works have been completed. This does not affect our right to take the full payment for the Products and installation services in line with our terms & conditions.

We shall not be responsible for or liable for any damage, loss or expense caused due the poor quality of or fault with any of the walls or utility connections.

Whilst we will try to ensure our fitter(s) keeps dust and disruption to a minimum during the provision of the installation services, you should take all reasonable and necessary steps to minimise the impact of the installation services,

Please ensure you cover any carpets, flooring or furniture and remove pictures and valuables from the property and the route to your property. Whilst every care will be taken by any delivery drivers or third party suppliers, we will not be liable for any damage to your property caused by your failure to provide a clear access route to the delivery location. We are also not responsible for any pre-existing damage to your property.

Whilst the fitters will endeavour to clean up after themselves, you should expect some dust to result from the installation services and you agree that we will not be liable for any cleaning expenses resulting from such dust.

We shall not be liable for: (a) any property damage sustained during delivery, assembly or installation of the goods, unless you notify us of such damage at the time of delivery or within a period of 7 days following delivery and provide satisfactory evidence that such damage was caused by our negligence and give us a reasonable opportunity to inspect such damage; or (b) any damage to possessions resulting from your failure to move them to allow sufficient access for us to deliver, assemble and install the goods; or (c) the cost of repairing any pre-existing faults or damage to your property.

LIMITLESS DESIGN, INFINITE SPACES

Minor damage may occur to decor, plaster and tiling during the installation services but you agree that we will not be responsible for redecorating or making good any damage unless it is as a result of our negligence rather than an unavoidable consequence of having the products fitted.

We only supply the goods and/or services to you for domestic and private use. You agree not to use the goods and/or services for any commercial, business or resale purpose, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

Cancellations, Refunds and Returns

If you are a consumer in the UK or EU and you have contracted with us for the supply of services, you have the right to cancel the contract for services until 14 days after the day the contract between you and us was concluded.

We will contact you to agree the date on which we will provide the services to you. If you request us to provide the services within the cancellation period of 14 days then you acknowledge and agree that if you cancel your contract for the services during the cancellation period, after we have started to provide the services, you shall pay us a proportion of the costs payable in total for the services and/or products, which reflects the services and/or products performed up to the time we are informed of your decision to cancel your contract. If the services are fully performed within the cancellation period, you will lose the right to cancel your contract for the services

If the goods we purchase on behalf of you are faulty, we may offer a repair, exchange or refund as appropriate in accordance with your consumer rights. We may ask you to provide us with photos showing the fault, or we may need to inspect the product before agreeing a return or a refund.

Return of unwanted goods will only be accepted at our discretion and may be subject to payment of any reasonable costs incurred by us in connection with your order. In the unlikely event that there is any defect with the services, please contact us and tell us as soon as reasonably possible. Please give us a reasonable opportunity to repair or fix any defect, and we will use every effort to do so as soon as reasonably practicable.

Please check the goods on delivery for any defects, and please let us know as soon as possible of any defects or missing goods.

Your Responsibilities

Obtaining all planning permission and building regulations consents.

Ensuring that all necessary trades have clear, safe, and uninterrupted access to the delivery address and the area where the installation services are to be carried out and there are no time restrictions for audible work during normal working hours of Monday-Friday 8am to 6pm, Saturday: 9am to 1pm.

LIMITLESS DESIGN, INFINITE SPACES

If we have agreed an installation date and when our fitters arrive the area is not as described above we reserve the right to return on a different day. Charges will be made for loss of time and travel at our standard hourly rate of £35/h per person and mileage of 45p per mile.

Ensuring that all services which may affect or be affected by installation of the Products are disconnected.

Ensuring that the area where the installation services are to be carried out is clean, level, and clear of debris.

Providing adequate power, lighting, heating, and other necessary facilities for the fitter to be able to carry out the installation services.

To notify us of any changes to the condition of your property at the time agreed for the provision of the installation services.

Disposing of all packaging materials unless otherwise agreed.

Delivery may take place several days prior to the planned installation to ensure all items are onsite for the designers and installers to commence works on the agreed date. You will need to arrange space for the furniture to be stored in a clean, dry and secure environment until the installation date.

You must inform us of any structural defects or anomalies at the location where the installation services are to be carried out which may affect the installation services.

If during the installation services, you agree with the fitter to deviate from the plan, then this is your responsibility, and we shall not be liable for any costs, damage or loss arising from this.

If at any time, throughout the installation, you have any concerns about the fitter or the quality of work, you must contact us immediately, do not wait until the installation is complete.

On completion of the installation services, you will be asked to sign a certificate of completion and allow us to take photographs of the completed works. If you are not happy in any way with the installation services which have been carried out and you do not note this on the certificate of completion then we will accept no liability if, in the future, you make a claim to us for damage or loss occurred during or as a result of the installation services.

If you raise a claim or issue in respect of the installation services, you will allow us access to review the installation services/Products and to take photographs of the affected areas and any alleged damage or poor quality of work. You are then required to allow us the opportunity to correct any issues in a reasonable time frame with the original fitter prior to instructing any other party.

Materials, Samples and renders

Actual colours may vary between CGI's and Installations. This is due to computer monitors displaying colours differently, limitations in rendering software used by 3D Visualisation partners and the inevitability that colours are perceived differently person to person.

We work hard to ensure our photos are as life-like as possible, however these visuals are for use as inspiration and to understand the functionality of space.

Samples will be signed off and agreed in person unless stated otherwise.

It is important that you do not agree for CEEN to procure any material samples without certainty that you would like to proceed with the designs set out in the proposed scope. If materials are agreed upon and purchased on behalf of the client then the client remains liable for any associated costs.

Complaints Policy

We are a small, independently run business and we strive to do everything we can to ensure that you are completely satisfied with your furniture. The purpose of this policy outlines the procedures that you can follow if you are not completely satisfied with your product.

Complaint handling and dispute resolution process

If you are not entirely satisfied with your product we ask that you contact us straight away. We will try to resolve any issues that you have as quickly as possible and come to a satisfactory resolution.

If you are not satisfied with the way your issue has been dealt with please email us at cat@ceen.space with the description of your complaint along with your contact details.

Once we receive your complaint, you will be contacted within 2 working days to discuss the best way forward.

Escalating the complaint

If you remain unhappy with our final response you may wish to speak to your local trading standards or ombudsman who will be able to advise on how you can receive a free, independent service for resolving disputes.