Terms and Conditions are critical to the smooth and efficient running of our business.

Please kindly observe the following

**Terms and Conditions for Cotton Mills Design House also known as Cotton Mills Cornwall Ltd**

**1. Introduction**

* These terms and conditions govern the use of our services and sale of our bespoke soft furnishings, Interior Design and Window Treatments
* By ordering from us, you agree to be bound by these terms and conditions and our privacy policy.

**2. Definitions**

* “Company”, “we”, “us”, or “our” refers to Cotton Mills Design House.
* “Customer”, “you”, or “your” refers to the individual or entity purchasing our products or services.

**3. Product Orders**

* All orders are subject to acceptance and availability.
* Bespoke orders are made to the customer’s specifications and may not be cancelled once production has commenced.

**4. Pricing and Payment**

* Prices for our bespoke soft furnishings and window treatments will be quoted on an individual basis.
* A 75% deposit is payable and must be received before production of bespoke items begins.
* A final bill is then issued once installation, fitting and/or delivery is completed
* All final bills are final and due within 1 business day of issue

**5. Customers own material (COM)**

* When it comes to the world of custom upholstery and handsewn window dressings, the use of Customer's Own Material (C.O.M.) introduces a unique set of challenges and considerations for both the customer and the craftsman. High-quality upholstery work demands not only skill and precision but also a keen eye for detail, especially when working with materials provided by the customer. The condition and type of the fabric can significantly affect the amount of time and expertise required to produce a finished product that meets the high standards of craftsmanship.
* Certain factors can complicate the production process when using C.O.M. For instance, fabrics that are excessively wrinkled, soiled, or require special handling due to their delicate nature, such as expensive, high-end textiles, can necessitate additional steps before the actual upholstery work begins. This might include covering the furniture with a muslin or lining fabric to protect very thin materials, or pre-washing and shrinking fabrics to ensure they fit perfectly. White fabrics present their own set of challenges, requiring not just initial cleaning but also ongoing care to maintain their pristine appearance throughout the reupholstery process. Additionally, when it comes to fabrics with patterns, matching them correctly is a meticulous task that incurs an extra charge due to the increased labor involved.
* Despite these challenges, the option to use C.O.M. allows for a level of personalization and customization that pre-selected fabrics might not offer. However, it's important to note that there is an additional charge for using C.O.M., calculated as £15 per meter for using first quality standard medium to heavy weight upholstery fabric or vinyl, or 25% of the total labor cost, whichever is cheaper. This surcharge accounts for the extra time and care needed to ensure that customer-provided materials meet the quality standards of the final product. To protect our equipment and maintain our quality of work, we ask that any materials provided by the customer, not sourced through our usual suppliers, be professionally dry cleaned prior to submission, with a receipt provided as proof of cleaning. It's important to mention that we do not work with leather, suede, or other animal skins, whether supplied by us or provided by the customer. By understanding these requirements and charges, customers can make informed decisions about their upholstery projects, ensuring satisfaction with the final product.

**6. Service charges**

Our service charges. These are always subject to change and revision.

Professional measure service: Free of charge (FOC)

Design and Measure: £150 for 90 minutes. This includes our personalised design guide

Virtual design consultation: £150 for 90 minutes

Professional fitting service: £55 ph within Cornwall

\*All prices are inclusive of VAT

**7. Storage**

Cotton Mills understands that delays and disruptions to orders can happen from time to time and can be outside of anyone’s control. We can store your items for 1 week free of charge, after this a daily charge of £15 will be added to a client’s bill should you need or want us to store your items for you outside of your previously agreed installation date.

**8. Discounting**

At Cotton Mills, we are deeply committed to maintaining our values of fairness and ethical pricing in every facet of our business operations. We understand the importance of transparency and honesty in our pricing structure, especially in an economic climate where costs can fluctuate beyond our control. Our dedication to these principles means that we must, on occasion, adjust our prices for services, materials, and stock to reflect the current market conditions. These adjustments are crucial for ensuring the ongoing health and sustainability of our business, allowing us to continue providing high-quality products and services to all our valued clients.

We recognize that price adjustments can impact our customers, and we are committed to communicating any changes as promptly and clearly as possible. Our goal is to ensure that you, our clients, are never caught off guard by unexpected revisions in the cost of materials or services. Transparency is key to maintaining the trust and confidence that we have built with our clientele over the years.

In line with our commitment to fairness and ethical business practices, we kindly remind our customers that Cotton Mills does not offer discounts on any of its materials, fabrics, furnishings, or stock. We believe in the value and quality of our products and maintain a strict no-haggling, no-bartering policy. Should there be any concerns or disputes regarding our pricing, we encourage our clients to reach out directly to Helen Grundy Smith for resolution. Our priority remains to serve you with integrity, ensuring that every interaction with Cotton Mills is a reflection of our core values.

**9. Photography and media**

In the realm of photography and client collaboration, the agreement between a client and Cotton Mills serves as a foundational pillar of trust and mutual respect. By consenting to this agreement, clients empower Cotton Mills to capture the essence and beauty of the Project through their lens, allowing these images to be utilized for a variety of purposes including but not limited to archival records, enhancing the company's portfolio, showcasing work on the website, and leveraging these photographs for advertisements, endorsements, marketing strategies, and engaging social media content. This broad spectrum of usage underscores the versatility and value of professional photography in communicating and showcasing work to a wider audience.

Importantly, the agreement is crafted with a keen sensitivity towards privacy and personal preferences. Cotton Mills commits to a policy of discretion where no names, locations, or other personal details related to the Project will be disclosed or published without explicit consent from the client. This ensures that while the work may be displayed publicly for the purposes outlined, the privacy of the client and the integrity of the Project remain protected. The client's autonomy over the sharing of personal details is a testament to Cotton Mills' respect for individual privacy and their dedication to fostering a secure and trustful client relationship.

This bespoke approach not only highlights Cotton Mills' professionalism and ethical standards but also enhances the client experience by providing a clear framework for collaboration. It allows clients to feel confident and comfortable in the knowledge that their Project will be handled with the utmost care and respect, both aesthetically and in terms of privacy. Through this agreement, Cotton Mills showcases its commitment to excellence, not just in the realm of photography but also in client service and satisfaction, setting a high standard for the industry.

**10. Delivery**

* We aim to deliver your bespoke soft furnishings within the estimated time frame but cannot guarantee delivery times.
* The risk of loss or damage to the goods passes to you upon delivery.

**11. Returns and Refunds**

* Due to the custom nature of bespoke soft furnishings, returns or exchanges are not accepted unless the item is faulty.
* Any faults must be reported within a specified period after delivery, and we will rectify the issue in accordance with your legal rights.

**7. Intellectual Property**

* All designs, copyrights, and trademarks associated with our bespoke soft furnishings and window treatments are the property of Cotton Mills Cornwall Ltd.

**8. Liability**

* Our liability for losses you suffer as a result of us breaking this agreement is strictly limited to the purchase price of the product you purchased.

**9. Changes to Terms and Conditions**

* We reserve the right to modify these terms and conditions at any time.

**10. Governing Law and Jurisdiction**

* These terms and conditions shall be governed by and construed in accordance with Cotton Mills Cornwall Ltd law.