

CHARTWOOD DESIGN

BUSINESS WITH CHARTWOOD DESIGN:

- We are a small company making every piece of our furniture custom built to order for our clients. Balancing multiple projects means our production schedule is often busy, so we can not guarantee your spot in the queue until the initial deposit is received.
- Design times for our projects vary based on the complexity of each job. We offer one hour of free drawing time before charges can apply.
- Changes in design, materials, or any alterations requested by the client after the initial deposit can result in additional charges.
- At certain critical stages of the production process we might need to gain client approval before we can continue with making a particular piece of furniture. This might require a site visit, a meeting at our studio, or a remote approval via video conference. Whilst we appreciate that you are busy and that responding to our pestering may not be top of your priority list, any delays due to the client can push back the production and delivery schedule.
- The full balance of any payments due must be paid upon delivery or collection from the workshop, or after the installation when using the Chartwood Design site team.

THE NATURE OF MATERIALS AND OUR PRODUCTS:

- We source a variety of high quality timber, birch plywood, MDF, and wood veneers for our furniture. In many cases variations occur in these natural materials that we think add welcome character and distinction to our furniture. If you are uncomfortable with natural colour or grain variations, knots, cracks, or other visual inconsistencies of uniformity please let us know before choosing your materials and finish.
- All wood materials will react with changes in humidity and temperature by contracting, expanding, shifting, and even bending. We endeavour to design our furniture with this reality in mind but we can not be held responsible for changes or reactions our furniture makes in your environment after delivery or installation.
- Our spray finishes are water based and easier on the environment compared to solvent lacquers and paint, but certain durability requirements might demand these alternate finishes. In those cases we outsource the spraying or supply our furniture with a sprayed primer ready for on-site painting by the client.
- Our paint can be tinted to match any colour or hue you can find on the market. To ensure a proper match we use one of the most technically advanced market leaders in the industry and a Spectrophotometer. Colour is a perceptual quality though, and measuring it makes no more sense than measuring music. So, if you know that you are especially keen on capturing a very specific hue please let us know and we will provide you with an A4 painted sample to place in situ. You should spend a couple of days and nights with it, viewing it from multiple angles under multiple light conditions. There will be some extra cost and time built in for this sample process. For the less colour sensitive you can pick a colour from a swatch to be professionally matched and trust the technicians with the Spectrophotometer.
- If choosing to have a Chartwood Design product installed by a third party, we recommend an experienced tradesman and we will be glad to consult with them should any issue arise during the process. We can not be held responsible for damage or design alterations made in the course of installing built in furniture.

THANK YOU FOR READING OUR OBLIGATORY TERMS AND CONDITIONS. WE WOULD LIKE TO THINK THEY ARE WITHOUT SURPRISE AND
SERVE AS COMMON SENSE GUIDELINES FOR DECENT PEOPLE. LET'S WORK TOGETHER AND MAKE SOMETHING LOVELY!