



TERMS AND CONDITIONS

1. All of our products are handmade and/or designed at our premises in Telford. Some materials may be sourced from overseas.
2. We use our own comprehensive image archive for most products. All images and designs remain the copyright of Studio number 10 unless otherwise stated. Studio number 10 cannot be liable for unauthorised reproduction of external images.
3. Items purchased are made to our highest standards and are as representative of the images displayed on our website and in accordance with any samples provided to the customer (at the customer's request) prior to order.
4. As all items are hand-made there may be variations of colour design and patina on items supplied as described and produced by photograph or sample.
5. All Items are bespoke and hand made and for this reason (unless a customer is granted credit terms by Studio 10) a deposit of 50% (plus VAT if applicable) of the contract price is payable on the placement of any order. Production will not be commenced without cleared funds in that sum.
6. On completion of an order and prior to dispatch to the customer the balance of the order value (together with where applicable VAT on the same) and carriage costs must be paid in cleared funds.
7. Please allow 30 days for products to be made to order. Timescales vary dependant on current workloads.
8. Any damage to parcels must be notified within 48 hours of delivery. Any discrepancy with an order or product must be addressed within 14 days of delivery. We cannot refund for these items but are happy to replace items deemed to be defective by us once they have been returned and paid for by the customer.
9. Payment terms are in advance for any items made to order with a purchase order (if available) in accordance with clauses 5 & 6 of these's conditions. Otherwise, the terms are 30 days credit for account holders, with interest being applied at 8% of the monthly balance each month after this time has expired, until the balance is paid in full. Credit facilities may be withdrawn if these terms are not met.
10. All payments under clauses 5,6 and 10 of these Terms and Conditions are to be made by bank transfer. Cheque payments are not an acceptable form of payment unless specifically agreed in writing by Studio number 10 prior to the commencement of production and in any event production of the goods will not commence without the cleared funds specified in clause 5 of these terms and despatch will not be affected until cleared funds are received in respect of the payments contained in clause 6. Please note Cheque payments (where accepted by Studio number 10) will result in both delays in the commencement of production and despatch of the products.
11. We hold the right to withhold orders or payments if these terms are not adhered to.

PLEASE SIGN AND RETURN TO INFO@STUDIONUMBER10.CO.UK

I have read and agree to the Terms and Conditions above.

Signature:

Date:

