

# How to use this order form

You can either complete this PDF on your computer and email it back to us at sales@handmadekitchens.com

Or alternatively you can print it at home, fill it in by hand and post the completed form back to us:  
*Handmade Kitchens of Christchurch Ltd, 91 Bargates, Christchurch, Dorset, BH23 1QQ*

## Your Details

Name: Telephone (Work): Telephone (Mobile):

Delivery Address: Telephone (Home): Fax:

Town: County: Email Address:

Postcode:

## Order Specifications

Tick the appropriate check boxes:

### Materials:

Pine	Tulipwood / MDF with Oak MFC Carcass	Tulipwood / MDF with Oak Veneer Carcass	Tulipwood / MDF with Ash Veneer Carcass
Oak and Oak Veneer	Maple and Maple Veneer	Walnut and Walnut Veneer	

### Door Style:

A: Plain shaker	B: Shaker with beading in door panel	C: Beading around door frame	D: Beading around door frame and in door panel
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### Drawer Style:

1: Plain shaker	2: Beading around frame	3: as 2 plus beading on drawer front
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### Plinth Style:

Planted	Framed	Recessed	Framed 2
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### Cornice Style:

Curved	Traditional	Flat	Double Flat
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### Hinge Style:

H1 Chrome Plated Solid Brass	H2 Solid Brass	H3 Antique Finish Solid Brass
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### Door Catch Style:

Chrome Magnetic Catch	Brass Magnetic Catch	Antique Brass Magnetic Catch	Chrome Roller Catch
Brass Roller Catch	Antique Brass Roller Catch		



Quantity	Item Code	Description	Hinged right or left	V Grooved (left / right / both)	Height	Width	Depth	Price	Total

<b>Subtotal:</b>	
<b>Additional per cabinet for drawer and door style (£10 for Door style B or C, or Drawer style 2, £20 for Door style D, or Drawer style 3):</b>	
<b>Additional for Material:</b>	
<b>Delivery £350 (standard):</b>	
<b>Delivery £495 (enhanced):</b>	
<b>Delivery outside normal area (ask for quote):</b>	
<b>Total:</b>	
<b>£350 non-refundable deposit (plus 1.5% if paying by Credit Card):</b>	
<b>Balance due on delivery:</b>	

**Payment Method**

I have enclosed a cheque for the deposit of:	
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I wish to pay by credit card (+ 1.5%) Note: We will call you for card details:

I wish to pay by debit card Note: We will call you for card details:

**Other Information**

Sketch plan attached for cabinet check:

(Please read the following terms and conditions carefully, and sign off the order on page 8. Thank you.)



# Terms & Conditions

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## YOUR ORDER

The above items and specification comprise the order in full, and any changes must be signed off on a revised order form or a change form. Changes are only accepted when you receive a revised Confirmation of Order form. We will start building your kitchen approx 6 weeks in advance of the delivery date. Any changes made within 6 weeks of the scheduled delivery date may mean your order is re-scheduled for a later date. Extra costs will be charged if items changed have already been built. If a cabinet has already been made, 100% will be charged. If the materials have been cut but the cabinet has not been made, 50% will be charged.

## PAYMENTS

Our payment terms are £350 non-refundable deposit with order, 50% 6 weeks before delivery and 50% on delivery. The first payment can be made by credit card, debit card or cheque. If by credit card a 1.5% surcharge will be made to cover the charges we are charged by the credit card companies. No surcharge is made for debit cards or cheques. The second payment must be made by bank draft and paid to the delivery driver after checking the goods and signing the delivery note. No delivery will be made without full payment of the outstanding balance to the delivery driver. Alternatively, the balance can be paid by credit or debit card in advance.

## DELIVERY

There are 2 options for delivery:

### 1. Standard Delivery.

This is £350 to most destinations in mainland England. (See the map on our website). For other destinations a quote will be provided. You will be given an approx date when we confirm the order. To enable us to charge £350 we need to deliver 2 or 3 kitchens at a time. Because we are combining 2 or 3 deliveries you cannot choose the day or time of delivery. If you need this facility please see our enhanced delivery below. If your kitchen needs to be delivered on its own because of site restrictions,(ie: our usual truck is too big to get your property to unload) you will be charged as per the enhanced delivery service below.

### 2. Enhanced Delivery.

This is £495 to most destinations in mainland England. (see the map on our website). For other destinations a quote will be provided. You will be given an approx date when we confirm the order. We will then call you before delivery to agree a date and an am/pm slot. This option gives you more flexibility to decide the delivery date and an am/pm time slot (subject to availability).

## NOTES ABOUT DELIVERY:

1. Please advise us in advance if you have any access limitations (low bridges, narrow lanes, etc) Generally, if you can get a refuse lorry to your property, our truck will be able to get to you.
2. Due to insurance restrictions delivery is to the ground floor only.
3. Please note that delivery is by 2 people, and your order will be delivered to the ground floor room you choose. We appreciate that you may want to help unload, unfortunately, our insurance doesn't allow this. If you do decide to unload you do so at your own risk.
4. Collection from the workshop is not possible.
5. If we have manufactured furniture for a specific completion date which is then subsequently delayed due to building work or other unforeseen complications on the part of the client, we require payment to be made in full on the original delivery date. We have no

storage facilities, and so reserve the right to charge the customer any storage charges we incur as a result. Any delivery date is given in good faith but no liability will be accepted by us for any delay. While it is unusual for us to suffer a delay, in common with other suppliers, we recommend that you only book tradesmen once you have received and checked everything you need to complete the project. Handmade Kitchens of Christchurch Ltd will not be held responsible for any costs as a result of non-delivery on any particular date.

6. The delivery note must be signed by the customer to acknowledge receipt of the items after checking them. If someone will be signing the delivery note on behalf of the customer we must be notified who it is in writing in advance, and the customer must agree that the nominated person has authority to check and sign for the items
7. Deliveries to Building Sites/Difficult spaces:  
The vast majority of deliveries go without a problem. Our delivery teams are always really helpful and will always try to find a solution for any delivery problems that do arise. Our cabinets are solidly built and can be 2.4m tall and weigh upwards of 40kg. So, due to our experience of delivering our kitchens all over the UK since 2001, we have introduced the following which we think is fair, and protects you, our teams, and our company.

Our Delivery Team are not permitted to:

- i. Remove gates
- ii. Remove doors
- iii. Remove windows
- iv. Remove fence panels

Due to the weight of our cabinets, our Delivery Team are not permitted to lift them over gates, over fences, through windows etc They are also not permitted to carry our cabinets over rough ground which could cause a hazard for 2 men carrying very heavy cabinets including:

- i. Over drainage ditches
- ii. Across temporary planks over drainage ditches.

Please advise when we arrange the delivery of your kitchen if any of the above or any other hazards applies to your delivery site. If it does, we can arrange a kerbside delivery so that you can use your own labour to place the cabinets in your house. If you do not advise us in advance and our delivery teams are faced with any of the above or any other unreasonable hazards they will offer you a choice of either a kerbside delivery, or returning your order to the workshop for a later delivery. However, in the latter case a further delivery charge will be applied to your order.

## OWNERSHIP OF GOODS:

The property of the goods shall not pass to the client until cleared funds payment of the full price is received.

## DAMAGE/FAULTS:

All the items should be checked carefully on delivery and any damaged/faulty items returned to the delivery truck. No claims for damage or shortage will be considered after delivery. Our liability is restricted to supplying missing items and replacing damaged/faulty items including delivery to the original delivery address only. Handmade Kitchens of Christchurch Ltd will not be responsible for any third party costs or consequential loss including contractors charges.

**ERRORS AND OMISSIONS:**

Any typographical or clerical or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document issued by Handmade Kitchens of Christchurch Ltd shall be subject to correction without any liability on the part of Handmade Kitchens of Christchurch Ltd.

**TOLERANCE:**

Every effort is made to ensure cabinets are made to the specific size ordered. However, due to the nature of the materials used, and in common with other suppliers, dimensions may vary by up to +/- 2mm. Wood is a hygroscopic material which means it will take up or let out moisture depending on the environment it is placed in. It is important to let wood products acclimatise so that it reaches its EMC (Equilibrium Moisture Content).

**APPLIANCES:**

Please ensure that you have allowed clearances according to your appliance manufacturer's instructions.

**SPECIFICATION:**

We reserve the right to change specification from time to time to facilitate improvements or because of availability.

**CANCELLATION:**

You can cancel without penalty up to 63 days before the start of the allocated delivery slot (excluding £350 non-refundable deposits). Between 62 and 36 days before the start of the allocated delivery slot, a cancellation charge of 20% of the deposit will be charged. Between 35 days and the date of delivery, the full order price will be due.

**CONTRACTORS:**

Any Designers, Fitters or other contractors suggested by Handmade Kitchens of Christchurch Ltd are suggested in good faith. Handmade Kitchens of Christchurch Ltd will not be held responsible for any work carried out or not carried out or any issues arising there from.

**The placing of any order is deemed as acceptance of these Terms and Conditions.**

**To: Handmade Kitchens of Christchurch Ltd,  
Please supply the above order. I have read and agree to the terms and conditions above.**

**Signed:** .....

**Print Name:** .....

**Date:** .....

**You can fax this document to us on 01202 481346**

**Alternatively, you can email a signed and scanned copy to:  
kevin@handmadekitchens-direct.co.uk or  
myra@handmadekitchens-direct.co.uk or  
jacky@handmadekitchens-direct.co.uk or  
rachel@handmadekitchens-direct.co.uk**

**If you would prefer we can send you an electronic version that you can sign online.**

**Please call Kevin, Myra, Jacky or Rachel on 01202 475515.**

**Finally, you can post the signed order form to us at:  
Handmade Kitchens of Christchurch Ltd  
91 Bargates  
Christchurch  
Dorset  
BH23 1QQ.**