

Summary of Trading Terms

Placing an Order / Deposit

Building specifications, with corresponding costings, will be individually quoted and sent out to the client in a written document. An order is placed and confirmed by the signing and returning of this quote together with a deposit, detailed on the quote form. All building sizes are nominal unless the client has expressly specified exact dimensions which will be detailed on the quote form, (it remains the client's responsibility to check these sizes).

Upon receipt of a signed order it will be held for one week, during which time the client may cancel their order in writing and receive a full refund. After this period, CAD design works and material orders will be placed and the deposit payment becomes non-refundable.

Payment of Balance

As the building nears completion in our workshop, the client will be contacted to arrange a delivery/erection date. The payment of the outstanding balance will then be due on the day of delivery. Payment can be made by cheque or bank transfer; (the latter being preferred to avoid unnecessary bank charges). We can accept credit card payments – but discourage this due to the excessively large commission fees that we have to add.

Completion / Storage of Building

We have limited space at our workshop and so can hold the buildings in storage for only a short period before they begin to create a problem. Should a client be forced to delay the delivery of their building for more than a month after the booked delivery date, then they will be asked to pay a small storage fee on a weekly basis and calculated based upon size of building. In these circumstances we will also ask that the balance of payment is paid, (with an appropriate deduction made against the erection costs that will remain outstanding until the final erection works are complete).

Delivery / Erection

As with all work outside we are controlled partially by the weather and may have to call off delivery at the last minute because of inclement weather, however most deliveries pass on the day booked.

The buildings come in a panel form, and the installation team will need suitable parking for a long wheel based truck, good access through your property and access to power sockets to serve small machinery needed for the assembly of the building and its fixtures. Any parking fees / permits must be arranged, and paid for, in advance by the client

Some of the building's panels are quite large and unwieldy, and it is the client's responsibility to ensure that clear access is provided to the erection site of the garden building. Potential obstacles include restricted parking / offloading area, height restrictions, tight turns, safe passage through garden (e.g. bridges over ponds, pergolas, steps etc.). If unsure of access, please contact us to review your individual setting. With prior knowledge, we can overcome most difficulties, even designing the building into smaller sections to accommodate the access issues.

Prepared Bases

Bases for our buildings should to be flat and level. We cannot be held responsible for problems associated with an inappropriate base – though we will work our hardest to alleviate any such issues either before or during the erection works. If this remedial work incurs significant cost (in time or materials) then we reserve the right to pass on these costs to the client.

The Hutchinsons Landscaping team can help with the installation / correction of a base for the buildings, though these works will have to be quoted for separately.

Building Completion

The building contract will be considered complete once the erection is complete in the client's garden, (or building is delivered to site – if the client wishes to erect the building themselves), and all risks for the goods will then pass to the client. The client is invited to inspect the building upon delivery/erection.

Any significant defects in manufacturing, agreed at the time, will be addressed by our installation team, either there and then or in a follow up visit if additional/replacement materials are required. Paint finishes may be scuffed during transportation, and the erection team will do their best in the time allowed to address these on site, however if time does not allow, we restrict our liability to supplying appropriate touch up paint to the client.

Our Guarantee

Our products are guaranteed against faulty workmanship for 12 months from the date of placing the order. In practice defects in our handmade manufacturing processes are extremely rare and any faults will be apparent almost immediately – so the chances of a defect remaining undetected beyond this period is, to date, unheard of.

Our buildings are of timber construction and we use only reliably sourced, redwood timbers, which are then treated against premature degradation. Whilst these are timbers of the highest standard, wood is a natural building material – it is a porous material that reacts to the moisture content of the surrounding atmosphere. As a result, wood may warp or split and knots may fall out with time – this is a natural phenomenon and beyond our control and therefore changes to the wood used in the building as a result of its natural characteristics will not be covered by our guarantee.

The guarantees on all non-wooden materials used in the construction of your building are restricted to those offered by the individual suppliers (normally 12 months), however, these guarantees invariably do not cover the labour costs of exchange. Whilst we will always do our best to minimise these unwanted charges, we reserve the right to cover costs.

Aftercare of Buildings

All of our buildings are individually hand crafted and we take an awful lot of trouble to design and build a high quality structure for each individual customer. After which, we hope that our customers will continue to treat the building with care, after all we are very aware that we are not the cheapest building supplier on the market and hope that the quality that justified the original purchase is maintained.

Once the building is erected it will invariably settle slightly. Whilst all of the doors and windows are built with a tolerance for expansion/contraction caused by moisture content, it may, on rare occasions, be necessary for the windows and doors to be adjusted after this period of initial settlement. This is the client's responsibility; however, we are available to help if needed.

All of the timber used in our buildings is treated against premature degradation, however, this does not mean that the building should be forgotten once erected. As stated earlier it is of timber construction and therefore porous; as a result it is important to air the building throughout the year. If left shut up through the winter months, the damp air inside will invariably warm during sunnier winter days and create perfect growing conditions for mould and other fungal spores carried in the air. These can be treated the following Spring, but the simplest solution is simply to use the building or open a window/door on warm sunny days.

For buildings with a pigmented stain or painted exterior finish, we recommend that this is re-applied each year. This added surface is not just cosmetic, it helps to exclude water from the wood cladding, and so the better the surface – the better the protection of the wood – the longer your building will stay in good condition.