

# Delivery

Our bespoke hand-made curtains should reach you within a maximum of four weeks, and usually much earlier. We usually despatch fabric samples next day. This depends on whether or not the fabric is in stock and how many other orders are waiting in the queue. If there is any kind of delay, we will contact you immediately.

Once your order is complete, it will be sent directly to you by courier. Delivery can be any time during the day and the courier will require a signature, but we are happy to deliver to a neighbour or a workplace if you're not going to be around.

All goods received must be fully inspected and any discrepancies, damages, shortage or defects must be notified to us within 48 hours of delivery by email or phone call. Please check all packaging for damage upon delivery. Damaged parcels MUST BE SIGNED FOR *"as damaged"*

Our delivery charges are as follows:

Scottish Highlands and Islands: Delivery is a £8

England and rest of Scotland: delivery is £10

Channel Islands, Isle of Man and Ireland: Delivery is £12.50

# Returns

Made to Measure products are exempt from the standard Distance Selling Rules. All customers will receive an order confirmation email, this outlines your order in full including the exact measurements (in centimetres) of your order - please check this carefully and if there are any amendments to be made to the order, please ensure these are made to us by email within 24 hours of placing the order. If we have not been contacted within the 24 hour period, we shall assume that all the details are correct.

All curtains and blinds are made to order so can only be returned if faulty, or not made to the specification given. We cannot accept returns in situations where we have been given incorrect measurements.

In the event that a Made to Measure product is faulty, we will either remedy the error or if a remedy is not possible, will remake the item completely.

## Warranty

1. All of Kendall, Charles and Co's products carry a 1 year warranty period. This is against faulty workmanship or faulty materials. This warranty period starts from the date of delivery. In the event of a claim under this warranty, please contact us by email on [contact@kendallcharles.com](mailto:contact@kendallcharles.com).
2. Warranties may not be assigned to a third party.
3. Our warranty does not cover general wear and tear, neglect or abuse of your product, loss or damage (including rusting and corrosion) due to unreasonable exposure to water or weather; loss or damage due to fire, sunlight or infestation by animals or insects, theft or accidental damage or loss caused by a third party.
4. Our duty under this warranty is, at our option 1.) to repair or replace the defective product if returned to us (postage/insurance prepaid by you), or 2.) the shipment of a replacement within 30 working days at our expense, or 3.) a refund of the purchase price if the product is returned to us (postage/insurance prepaid by you).
5. Kendall, Charles and Co are not liable for any claim, loss or damage of a product. Nor for lost profits or any other indirect damages caused by the product. This is with the exception of the aforementioned warranty of faulty workmanship or faulty materials within 1 year.
6. You the buyer agree that all liability of ours and our affiliates under this agreement will be limited to the money paid to us for the product purchased.