

Terms & Conditions

1. Definitions

- “Company” refers to XYZ Kitchens Ltd.
 - “Client” refers to the customer accepting the quotation.
 - “Works” refers to all labour, installation, fitting, plumbing, electrical, tiling, decorating, removal, disposal, and associated services outlined in the quotation.
 - “Quotation” refers to the written estimate provided by the Company.
-

2. Quotations

2.1 All quotations are based on the information, drawings, IKEA plans, videos, photographs and specifications provided by the Client.

2.2 Any works not specifically included in the quotation shall be treated as additional works and charged separately.

2.3 Quotations remain valid for **30 days** unless otherwise stated.

2.4 Unless otherwise specified, quotations include labour and the consumables necessary to complete the quoted works. Kitchen units, worktops, appliances, tiles, flooring, paint, sanitaryware and decorative finishes are supplied by the Client unless expressly stated.

2.5 Electrical, plumbing and installation consumables required to complete the quoted works are included unless otherwise stated.

3. Site Preparation

3.1 The Client is responsible for ensuring that all kitchen units, appliances, worktops and materials are delivered and available on site before installation commences.

3.2 Delays caused by missing, damaged or incorrect items may affect the installation schedule and may incur additional charges.

3.3 The working area must be cleared, safe and fully accessible prior to commencement of the works.

3.4 The Client shall provide access to electricity, water and toilet facilities throughout the duration of the works.

3.5 Any pre-existing issues including uneven walls, uneven floors, hidden pipework, unsafe wiring, damp, rotten timber, defective plaster, structural defects or other unforeseen conditions discovered during installation may require additional remedial works and will be quoted separately.

3.6 Second-fix electrical and plumbing works should be completed before kitchen installation starts unless otherwise agreed in writing.

4. Kitchen Installation

4.1 Kitchen installation includes the installation of the kitchen furniture and all items specifically listed within the quotation. Plumbing, electrical, gas connections and appliance commissioning are included only where expressly stated.

4.2 Appliance installation does not include electrical certification, gas certification or plumbing alterations unless specifically stated.

4.3 Stone, quartz, granite and compact laminate worktops are normally templated and installed by the worktop supplier unless otherwise agreed.

4.4 Worktop cut-outs are carried out in accordance with the agreed kitchen design and appliance specifications.

4.5 Minor trimming and adjustment of fillers, panels, plinths and cover panels forms part of normal installation.

4.6 Silicone sealing and finishing are included where required as part of the standard installation.

5. Plumbing, Electrical & Gas Works

5.1 Plumbing, electrical and gas works are limited to the scope stated within the quotation.

5.2 Gas works shall only be carried out by Gas Safe registered engineers.

5.4 Existing installations that do not comply with current regulations may require upgrading at additional cost.

5.5 The Company is not responsible for faults, failures or leaks relating to pre-existing plumbing, drainage, electrical, gas, heating or ventilation systems.

5.6 Wall Chasing & Making Good

5.6.1 Where electrical works require walls to be chased for cables, sockets or switches, the quotation includes chasing the walls and installing the cables and accessories only.

5.6.2 Filling, plastering, skimming, sanding, or making good of the chased areas is not included unless expressly stated in the quotation.

6. Plastering, Tiling & Decorating

6.1 Removal of existing tiles may cause damage to plastered surfaces, particularly in older properties.

6.2 Additional plastering, skimming or wall preparation required following tile removal will be charged separately unless specifically included.

6.3 Colour matching of paint, grout, silicone and decorative finishes cannot be guaranteed.

6.4 Natural variations in timber, stone, tiles and manufactured finishes are not considered defects.

7. Removal & Disposal

7.1 Kitchen removal and disposal includes only the items listed within the quotation.

7.2 Hazardous materials including asbestos or contaminated waste are excluded and may require specialist contractors.

7.3 Reasonable care will be taken during removal works. However, due to the nature of renovation work, minor damage to plaster, paint, tiles, flooring or adjacent finishes may occur during removal of existing cabinets, worktops, splashbacks or flooring and shall not constitute negligent workmanship.

8. Scheduling & Variations

8.1 Installation Dates

Installation dates are provisional until confirmed by the Company.

8.2 Delays

Delays caused by suppliers, missing items, third-party contractors or building works outside the Company's control may require rescheduling and may extend the estimated completion date.

8.3 Return Visits

One return visit for missing or damaged items is included unless otherwise stated.

Additional visits may be chargeable.

8.4 Company Delays

The Company reserves the right to adjust installation dates due to illness, supplier delays, emergencies or other unforeseen circumstances beyond its reasonable control.

8.5 Additional Works

Additional works requested during installation must be agreed before commencement and will be charged separately.

8.6 Hidden Defects

If hidden defects are discovered during installation, including defective plaster, rotten flooring, leaking pipework, unsafe wiring, damp, asbestos or structural defects, the Company reserves the right to suspend the works until additional costs have been agreed.

8.7 Client Delays

Where delays occur due to:

- Missing kitchen components
- Damaged deliveries
- Third-party contractors
- Client requested design changes
- Lack of site access

the Company reserves the right to reschedule the remaining works to the next available installation dates.

Additional visits may be chargeable.

9. Payments

9.1 Booking Fee

To reserve an exact installation start date and allocate the Company's installation team, the Client shall pay a **Booking Fee of £460** upon acceptance of the quotation.

The Booking Fee secures the agreed installation dates exclusively for the Client.

The Booking Fee forms part of the total contract price and will be deducted from the final invoice.

9.2 Cancellation

If the Client cancels the project less than **14 calendar days** before the agreed installation date, the Booking Fee shall be retained by the Company to cover reserved labour, scheduling commitments and cancellation costs.

If the Company is able to fill the cancelled installation dates with another project, it may refund all or part of the Booking Fee at its discretion.

9.3 Client Delays

If works cannot commence because of missing materials, incomplete preparatory works, lack of access or any reason within the Client's control, the Booking Fee shall not be refundable.

9.4 Stage Payments

The remaining balance shall be paid progressively upon completion of each agreed stage of the works.

Unless otherwise agreed in writing:

- Booking Fee — payable upon acceptance of the quotation.

- Stage Payments — payable immediately upon completion of each agreed stage.
- Final Balance — payable immediately upon practical completion.

9.5 Late Payment

Invoices are payable immediately upon receipt.

The Company reserves the right to suspend further works until outstanding payments have been received.

9.6 Additional Works

Additional works requested during the installation shall be invoiced separately and are payable upon completion of those works.

9.7 Price Changes

Where the Client postpones the installation by more than **60 days** from the original agreed installation date, the Company reserves the right to revise the quotation to reflect changes in labour, subcontractor and operating costs.

10. Guarantee

10.1 The Company provides a 3-Year Workmanship Guarantee covering defects caused solely by poor workmanship.

10.2 The guarantee excludes:

- Manufacturer defects
- General wear and tear
- Water damage
- Impact damage
- Building movement
- Poor maintenance
- Third-party alterations
- Defects, damage, or installation issues arising from errors, omissions, measurements, specifications, or design decisions made by the kitchen designer, architect, supplier, or any third party.

10.3 Repairs carried out by third parties may void the workmanship guarantee.

10.4 Damage During Installation

Any item damaged directly by the Company's installers during installation will be repaired or replaced by the Company at its own expense.

This excludes pre-existing defects, hidden weaknesses, manufacturer faults or unsuitable substrates.

10.5 Defects Tolerance Standard

Minor cosmetic defects, marks, alignment tolerances or surface imperfections **not visible from a distance of one metre under normal lighting conditions with the naked eye** shall be considered acceptable workmanship and shall not constitute a defect.

10.6 Completion & Snagging

Minor snagging items shall not delay practical completion or final payment.

The Company will rectify agreed snagging items within a reasonable time.

10.7 Manufacturer Defects

The Company accepts no responsibility for manufacturing defects, missing parts or factory faults relating to Client-supplied kitchens, appliances or materials.

11. Liability

11.1 Insurance

The Company maintains **£1,000,000 Public Liability Insurance**.

11.2 Consequential Loss

The Company shall not be liable for indirect or consequential losses.

11.3 Dust & Disruption

Dust and disruption are an unavoidable part of renovation works.

11.4 Client Property

The Client should remove valuables and fragile items from the working area before works commence.

11.5 Concealed Pipes & Cables

The Company is not liable for damage to concealed pipes, cables, ducts or other services embedded within walls, floors or ceilings where:

- they have been installed outside recognised safe installation zones;
- their location was not disclosed by the Client;
- or they could not reasonably be identified prior to commencement of the works.

Where practical, the Company will take reasonable care and may use cable and pipe detection equipment before drilling or cutting. However, no detection method can guarantee identification of all concealed services.

Where such concealed services are damaged under these circumstances, the cost of investigation, repair and reinstatement shall remain the responsibility of the Client.

11.6 Existing Finishes

Damage to plaster, paint, walls, ceilings or flooring resulting from removal of existing kitchens, tiles or worktops shall be considered a normal consequence of renovation works unless caused by negligence.

11.7 Existing Walls

The Company accepts no responsibility for defective plaster, weak masonry, dot-and-dab walls, lath-and-plaster construction or other unsuitable substrates.

11.8 Existing Services

The Company is not responsible for failures within existing plumbing, electrical, gas, heating, ventilation or drainage systems caused by age, deterioration or previous workmanship.

11.9 Client-Supplied Materials

The Company accepts no responsibility for delays, fitting issues or failures arising from Client-supplied products.

11.10 Building Movement

Minor movement, cracking, silicone shrinkage or joint movement resulting from settlement, drying, humidity or seasonal expansion shall not constitute defective workmanship.

11.11 Existing Building Tolerances

Kitchen units, worktops, fillers and panels are manufactured square and level. Existing properties are often not.

Minor variations in filler widths, silicone joints, shadow gaps, worktop overhangs and alignment necessary to accommodate uneven floors, walls or ceilings shall not constitute defective workmanship.

11.12 Force Majeure

The Company shall not be liable for delays caused by severe weather, supplier delays, transport disruption, industrial action, pandemics, power failures, government restrictions or any other event beyond its reasonable control.

12. Cancellation

12.1 Cancellation within **14 calendar days** of the agreed installation date shall be subject to the Booking Fee provisions in Section 9.2.

12.2 Projects suspended by the Client for more than **14 days** may be rescheduled to the Company's next available installation dates.

13. Practical Completion

Practical completion shall be deemed to have occurred when the kitchen is substantially complete and capable of normal use, notwithstanding any minor snagging items.

14. Acceptance

Acceptance of the quotation, payment of the Booking Fee or commencement of the Works shall constitute acceptance of these Terms & Conditions.

15. Public Liability Insurance



Policy Number:	SMB/02/00034934	Date:	13th May 2026
Wording:	ABPLCOM2024.2		
Insured / Policyholder:	Mikhail Tyulyubaev Trading as XYZ KITCHENS LTD		
Business Name:	XYZ KITCHENS LTD		
Primary Trade:	Kitchen Installation Contractor		

Period of Insurance:	Effective Date:	20th May 2026	From 00:00 hours
	Expiry Date:	19th May 2027	To 23:59 hours

Cover Details

Cover:	Limit of Indemnity:	
Public Liability:	£1,000,000	Operative
Products Liability:	£1,000,000	Operative