

HANDMADE  FURNITURE

The Wood Cave

Terms and Conditions
Effective Date: 14/01/2025

Welcome to The Wood Cave.

These Terms and Conditions govern your use of our website and services, including the purchase of bespoke furniture. By using our website and placing an order, you agree to comply with and be bound by the following terms. Please read them carefully before making a purchase.

1. General Information

- 1.1. The Wood Cave is a bespoke furniture maker specialising in handmade items crafted from sustainably sourced solid hardwood timber and epoxy resin.
- 1.2. Our registered business address is Norley Farm, Horsham Road, Cranleigh, GU68EH.
- 1.3. These Terms and Conditions apply to all sales, transactions, and communications conducted through our website.

2. Ordering Process

- 2.1. Custom Designs: Each piece of furniture is handmade and tailored to your specifications. The final product may vary slightly from images or designs due to the natural materials used.
- 2.2. Quotations: Initial quotes provided are valid for 30 days. Prices are subject to change after this period.
- 2.3. Approval: Once your design is finalised, you will be required to approve a design document before production begins.
- 2.4. Deposit: A non-refundable deposit of 50% is required to confirm your order.

3. Pricing and Payment

- 3.1. Prices are listed in GBP (£) and exclude VAT unless stated otherwise.
- 3.2. Payment schedules will be outlined in your invoice. Full payment is required before delivery or collection.
- 3.3. Accepted payment methods include [Credit/Debit Card, Bank Transfer, Cash]

4. Lead Times

- 4.1. Lead times for bespoke furniture vary and will be confirmed upon order approval. Estimated lead times may change due to the complexity of the project or unforeseen circumstances.
- 4.2. We will keep you informed of any delays and provide updated timelines.

5. Delivery and Collection

- 5.1. Delivery fees will be calculated based on your location and added to your final invoice.
- 5.2. Delivery dates will be arranged in advance. You must ensure someone is available to receive the item(s) otherwise you will be charged another delivery fee if we are unable to deliver.
- 5.3. Alternatively, you may collect your order from our Surrey workshop by prior arrangement.

6. Cancellation and Refunds

- 6.1. Orders for bespoke furniture cannot be canceled once production has commenced.
- 6.2. Deposits are non-refundable unless otherwise agreed in writing.
- 6.3. Refunds are only applicable if the item is faulty or not as described, in accordance with UK Consumer Rights.

7. Materials and Craftsmanship

7.1. All furniture is crafted from natural materials, which may display unique variations in grain, colour, and texture.

7.2. Minor imperfections or variations are inherent to the handcrafted process and not considered defects.

8. Liability

8.1. We are not liable for damages resulting from improper use, handling, or care of the furniture after delivery.

8.2. It is your responsibility to ensure that the furniture is suitable for your space, including dimensions and access for delivery.

9. Warranty

9.1. Standard Warranty: We offer a 5 year warranty on all bespoke furniture items, covering defects in materials and craftsmanship.

9.2. Scope of Warranty:

- The warranty applies only to the original purchaser and is non-transferable.
- It covers structural integrity, joints, and epoxy resin bonding.
- The warranty does not cover general wear and tear, misuse, accidental damage, or issues

arising from improper care or maintenance.

9.3. Natural Materials: Due to the nature of solid hardwood, minor changes such as small cracks, slight warping, or colour variations are natural and not considered defects. Each case shall be reviewed on an individual basis to determine if the warranty applies.

9.4. Exclusions:

- Damage caused by exposure to extreme temperatures, humidity, or direct sunlight.
- Damage from using cleaning products not recommended for natural wood or resin.
- Modifications or repairs not carried out by The Wood Cave

9.5. Claim Process:

- Warranty claims must be submitted in writing to thewoodcavesurrey@gmail.com with proof of purchase and photographic evidence of the issue.
- We will assess the claim and, if approved, repair or replace the item at our discretion.

9.6. Limitations:

- Repairs or replacements provided under warranty do not extend the original warranty period.
- Liability under this warranty is limited to the repair or replacement of the defective item and does not cover incidental or consequential damages.

10. Intellectual Property

10.1. All designs, images, and content on our website are the intellectual property of The Wood Cave

10.2. You may not reproduce, distribute, or use any content without prior written consent.

11. Privacy Policy

11.1. We are committed to protecting your personal data. Please refer to our Privacy Policy for details on how we handle your information.

12. Governing Law

12.1. These Terms and Conditions are governed by the laws of England and Wales.

12.2. Any disputes will be subject to the exclusive jurisdiction of the English courts.

13. Contact Information

If you have any questions about these Terms and Conditions, please contact us:

Email: thewoodcavesurrey@gmail.com

Phone: 07453558526

By placing an order with The Wood Cave, you acknowledge that you have read, understood, and agree to these Terms and Conditions.