

All quotations and contracts of sale and installation made by Camden Fires shall be deemed to incorporate the following terms and conditions. No other agreement, reservation, promise, undertaking or understanding of any kind either verbal or otherwise shall form part of or alter, vary, supersede, or operate as a waiver to the stated terms of business unless expressly made or accepted by The Camden Fires Directors in writing.

These terms and conditions shall form a contract between us Camden Fires acting as the supplier and you the client acting as the recipient.

1) Contract of Sale

a) All delivery and installation dates quoted in good faith and are correct at the time of ordering, however these are approximate and subject to change. Camden Fires cannot accept responsibility for deliveries or installations that run over the time and date stated. The delay on delivery or installation will not constitute good reason for the cancellation of the order places, compensation, or discounts.

b) As with all-natural materials such as real timber, marble, slate and granite, minor markings or unusual grain patterns may be present. These are not defects but part of the natural character of the piece, we will not replace products for this reason.

c) The costing and arrangements for installation is a strict transaction between us Camden Fires and you the client unless otherwise stated in a written contract involving any other firm or individuals.

d) All work arrangements and actions carried out by a third party will be solely their responsibility and under no circumstances will Camden Fires be responsible for any work undertaken or damage caused by them.

e) Gas work will be carried out by a third party, and they will be responsible for the commissioning and registration of gas fires and appliances, they will also provide the one year warranty for installation. Camden fires are not gas safe registered and although we will support in aftercare we can not visit the premises to check or repair gas fires this will be through a warranty with the manufacturer.

f) Payment for all goods and materials is to be paid in full prior to the ordering of goods and the remaining installation payment payable on the last day of installation, unless otherwise stated. Camden Fires reserve the right to reserve full payment in advance at their sole discretion.

g) Ordering of goods will not be undertaken until full payment has been received. Deposits and full payment are not refundable once goods have been ordered.

h) Deposits will be refundable in full, should you (The Client) decide that you do not wish to proceed with the sale only if goods and the goods have not been delivered. If goods (or part of) have been ordered / delivered the client will bear the restocking charge, delivery charge, courier charge and any other related charges that are incurred due to the item being returned to the supplier.

i) All items manufactured by others and supplied to Camden Fires and then passed or sold to the client will be covered by the relevant manufacture's general guarantee (slate, marble and granite, being natural products, do not carry any form of guarantee for natural occurrences). If a warranty is required then the client is responsible for contacting the manufacturer for them to carry out the warranty.

j) It is your (The Clients) sole responsibility to ensure that all required work is conducted prior to installation of the new fireplace/appliance.

k) It is your (The Clients) sole responsibility to ensure that chimneys are swept and inspected prior to installation of any appliance by a competent person/person unless stated otherwise.

2) Installation

a) We Camden Fires reserve the right to change fitting dates to accommodate situations out of our control.

b) You (The Client) will ensure reasonable access to the property to ensure installation within a mutually agreed time.

c) You (The Client) should take all reasonable steps to ensure the safety, security of any furnishings, carpets, sofas etc. against any disruption caused by the installation. We (Camden Fires) will not be held responsible for any damage to your (The Client's) property that is not secured and made safe from any works conducted.

d) We (Camden Fires) will not be held responsible for any decoration/carpets or flooring being disturbed, marked or damaged during the installation or works carried out, these should be removed or covered by the client.

e) We (Camden Fires) will not be held responsible for any third party or accept, any claims arising from damage, accidental or otherwise, after the completion of work and inspection of all parts installed.

f) We (Camden Fires) will not under any circumstances remove waste that has resulted from any third parties working at the premises or that have not resulted from works undertaken by Camden Fires.

g) We will not be held responsible for fitting any carpets/flooring coving or skirting boards before or after the installation of the fireplace or works undertaken.

h) Skirting boards/coving/carpets should be removed prior to our installation and refitted by a competent tradesman after the installation is complete.

i) In the event of any unforeseen problems either structural and/or other on the removal of any existing fireplace, the opening of a chamber or other instructed works, gas leaks or any gas related issues, we (Camden Fires) reserve the right to quote for any additional works required to complete the original installation of products. You (The Client) are completely free to obtain quotations for this work from any other third-party source, individual or companies, at your discretion. All work arrangements and actions carried out by the third party will be solely their responsibility and under no circumstances will we (Camden Fires) be responsible for any work undertaken or damage caused by them.

j) In the case of unforeseen problems, you (The Client) remain wholly responsible for full payment of the outstanding balance on installation of the goods as stated in section (3a) irrespective of any other work undertaken by third parties

k) Gaps in slate split face tiles due to the natural material, we will not be responsible for filling gaps.

L) Gaps around the marble suites when installed is due to the wall being uneven and we are not responsible for filling this is something that can be done with by the decorator or client.

m) We may be required to lay a cement bed to lay your hearth

3) Post Installation

a) Payment must be made in full for installation work on the final day of completion of our work.

b) Camden Fires will charge £50.00 for every cheque returned by the bank for insufficient funds.

c) If any legal action is brought by us (Camden Fires) to collect monies, you (The Client) will be liable

to pay the full outstanding balance plus interest, at the rate of two per cent (5%) above base per month plus any expenses incurred during collection of monies owed.

d) It is solely your (The Client's) responsibility to insure the appliance installed receives regular maintenance.

4) Multi Fuel and wood burning stoves

- a) The following items of any multi fuel or wood burning stoves are not covered by warranty. Stove Glass, grate bars, door seals, glass seals, stove paint.
- b) A solid fuel appliance must be installed by a Hetas registered engineer, or the appliance will not be covered under warranty
- c) Servicing, all solid fuel appliances must be serviced once every 12 months and swept at least once.

1) Gas appliances

- a) All delivery and installation dates quoted in good faith and are correct at the time of ordering, however these are approximate and subject to change. Camden Fires cannot accept responsibility for deliveries or installations that run over the time and date stated. The delay on delivery or installation will not constitute good reason for the cancellation of the order places.
- c) The costing and arrangements for installation is a strict transaction between us Camden Fires and you the client unless otherwise stated in a written contract involving any other firm or individuals.
- d) All work arrangements and actions carried out by a third party will be solely their responsibility and under no circumstances will Camden Fires be responsible for any work undertaken or damage caused by them.
- e) Payment for all goods