

F&L Supplies
Terms and Conditions

Here at F&L Kitchens, we believe the kitchen is the heart of the home. With each project we undertake, we endeavour to protect that heart in any way that we can.

Every section of the following terms and conditions have been created with the sole purpose to deliver on our promises and commitments to you. All parties involved have responsibilities to ensure a smooth and timely journey towards your finished project.

Please ensure you read the following thoroughly and if you have any queries, please contact the F&L Team directly.

Cancellation Policy

In the unlikely event there is an issue which leads you to cancel your order with F&L Supplies, the following terms apply:

Building, Doors & Flooring Supplies

Due to the measurement and material specifications required for these orders, F&L must have a written cancellation notice no later than 48 hours after order placement. Any order delivered and refused will incur a restocking and additional carriage fee.

Any special-order materials are non-refundable and must be cancelled within 24 hours of order placement.

This is to protect our suppliers from wasting precious materials as well as guard you against incurring unnecessary charged along the course of your project.

Kitchens

Any order delivered and refused will incur a restocking fee and additional carriage fee.

Painted kitchens must be cancelled within 24 hours of order placement or receipt of invoice.

Delays

In the rare event our manufactures come across a delay in production or delivery due to adverse weather or traffic conditions, we will inform you immediately. Unfortunately, F&L cannot take any responsibility for any time lost on the project however we will do all in our power to ensure any orders affected by the delays are resumed as a matter of priority.

In the hopefully rare event, your project is delayed due to unforeseen circumstances with your contractors etc; please inform us immediately. F&L will strive to accommodate and assist to the best of our ability however please note a cost of re-route and storage may occur.

Warranty

Details available on request

Appointments

All appointments that are on site or your home, please ensure parking is available and staff are made aware of any restrictions. Please also see our Covid Safety Policy.

VR Experience

The use of Virtual Rendering technology has the potential to pose symptoms of dizziness or nausea. We recommend short spells of usage. Please ask any questions before using this service. F&L Supplies Ltd are not liable for any medical or physical complications resulting in using our Virtual Rendering service.

Kitchen Designs

Kitchen designs are a visual representation of your kitchen. Please check with your designer for anything you are unsure of. Whilst we will always go through your designs with you, F&L do not take any responsibility for any design misrepresentations.

Photography

F&L are required to take professional photos of all completed projects as a reference point. These images may be used on F&L and associated social media accounts.

Contract signing

We want to make sure that every part of your dream kitchen is accounted for. We will check and confirm all components with you prior to placing your order and all materials stated on your quotation will be delivered.

To ensure you are entirely satisfied with your order, they must be confirmed in writing either by email or by signed order in person.

Any additional items ordered will be on delivered separately. You will receive a new quotation for these items unless otherwise stated in writing by F&L Supplies Ltd

Please check all plans, quotation and terms and conditions before confirming orders as F&L Supplies Ltd cannot take any responsibility for discrepancies with unchecked orders.

Delivery

All deliveries are kerbside only. Our delivery team is not insured to carry any items into your project space, so we would ask that you ensure there is someone able to accept delivery as well as take these into the appropriate space. If this is not possible, F&L will work with you to source additional support.

We also request that all items are checked for damages or missing parts within 48 hours of delivery. If this is not possible, you must inform F&L supplies.

Installation

Our Kitchen Fitters have been fully vetted prior to working with us on. They work alongside us as sub-contractors. As such if you require any additional works insurance, please ask directly as they are liable for this. F&L Supplies insurance covers supply only.

Payment Terms

All quotations provided are valid for 30 days unless stated in writing by F&L Supplies Ltd.

A non-refundable deposit is required upon order placement of any products, and full payment must be made no later than 10 days prior to delivery unless otherwise stated in writing by F&L Supplies Ltd. This is to ensure we can place your order with the supplier and secure your desired delivery date.

All payments are to be made out to F&L Supplies via bank transfer, unless otherwise stated in writing.

Retention of Title - All goods will be owned by F&L Supplies LTD until full payment has been made.

In the unlikely event full payment terms are not met, F&L Supplies Ltd will attempt to resolve the issue however please note we may be forced to take legal action should this is not possible.