

# Tank Handmade Ltd – Term and Conditions

Last updated: October 2025

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## 1. Company Details

Tank Handmade Ltd  
Hill Green Farm, Clavering, Saffron Walden, CB11 4QS  
Phone: 01799 550099  
Email: info@tankhandmade.com  
Website: www.tankhandmade.com  
Company No: 08770129

Tank Handmade Ltd designs and manufactures bespoke furniture. By placing an order with us, you agree to the following terms.

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## 2. Quotations & Orders

All quotations are valid for 30 days unless otherwise stated.

Prices are quoted exclusive of VAT unless clearly noted.

Orders must be confirmed in writing (email is acceptable) and accompanied by a deposit, which varies according to the size and nature of the order.

No work will commence until the agreed deposit has been received.

Changes made after order confirmation may affect cost and lead time.

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## 3. Payments

Stage payments may be requested for larger projects, based on progress or the value of completed work.

The final balance is due prior to delivery or collection, unless otherwise agreed in writing.

Invoices are payable within 7 days of issue.

Late payments may incur interest at 4% above the Bank of England base rate, in accordance with the *Late Payment of Commercial Debts (Interest) Act 1998*.

Ownership of goods remains with Tank Handmade Ltd until full payment is received.

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## 4. Design, Drawings & Materials

Drawings or design documents will be provided for approval before manufacture.

It is the client's responsibility to verify all dimensions, details, and finishes prior to sign-off.

Natural materials such as solid wood and veneer vary in colour, grain, and texture. These variations are part of their natural character and are not considered defects.

Colour-matched finishes (e.g. Farrow & Ball tones) may vary slightly from samples.

We reserve the right to make minor technical adjustments to improve durability or production efficiency.

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## 5. Lead Times, Delivery & Installation

Estimated lead times are provided at order confirmation and may vary due to material availability or supplier delays.

Delivery or collection dates will be agreed in advance.

The client must ensure access routes are suitable for the delivery of large items.

Risk transfers to the client upon delivery or collection.

Unless otherwise agreed, installation and site fitting are not included in the quoted price.

Tank Handmade Ltd cannot accept liability for consequential losses or project delays arising from delivery changes.

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## 6. Cancellations & Refunds

Orders cancelled after production has begun are subject to a cancellation charge covering materials and labour incurred to date.

Deposits are non-refundable once materials have been ordered or production has started.

As all products are made to order, returns or refunds cannot be accepted unless an item is faulty or not as described.

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## 7. Intellectual Property

All design drawings, concepts, and photographs remain the intellectual property of Tank Handmade Ltd.

They may not be reproduced, shared, or used for manufacture by any other party without written consent.

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## 8. Warranty & Aftercare

### Warranty

All bespoke furniture is covered by a 2-year warranty from the date of delivery or collection, covering manufacturing defects under normal domestic use.

The warranty covers structural integrity (joints, fixings, assembly), hardware or fittings, and finish defects due to workmanship or material failure.

The warranty does not cover:

Natural timber movement, wear, or variation in colour/texture.

Misuse, neglect, or environmental damage (moisture, heat, sunlight).

Modifications or repairs by third parties.

Installation issues where Tank Handmade Ltd was not responsible for fitting.

### Aftercare

Bespoke furniture benefits from stable indoor conditions (40–60% humidity).

Avoid placing near direct heat sources or damp environments.

Clean with a soft, slightly damp cloth and avoid abrasive or silicone-based cleaners.

We offer repair, refinishing, and maintenance services beyond the warranty period as a chargeable service.

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## 9. Liability

Our liability is limited to the value of the goods supplied.

We are not responsible for indirect or consequential losses, including project delays or loss of use.

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## 10. Governing Law

These Terms and Policies are governed by and construed in accordance with the laws of England and Wales.

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