

## Agreement for Made-to-Order Furniture

### Important Information

This agreement outlines the terms and conditions for purchasing '366 Concept' made-to-order furniture from North Home Ltd. Please read carefully before placing an order.

### Bespoke Orders

- All furniture pieces are made to order based on your specific selections of style, fabric, wood, and other custom features.
- It is your responsibility to confirm that all order details are correct before submitting your order.
- Due to the customized nature of the products, changes or cancellations cannot be made once your order is placed.

### Production & Delivery Timelines

- Production and delivery of made-to-order furniture typically takes up to a total of 8 weeks. Although typically around 5 weeks total, delays may occur due to circumstances beyond our control. We will keep you updated on the estimated delivery timeline.

### No Returns Policy

- All sales are final for made-to-order furniture. Returns cannot be accepted as each item is produced specifically to your order.

### Product Descriptions and Fabric Swatches

- Thoroughly review product descriptions, including dimensions, colours, and fabric specifications before ordering.
- We recommend ordering fabric swatches (£15 cost, deductible from final order) to accurately assess the fabric in person.
- Understand that there may be slight variations in fabric colour and shade due to dye lot differences.

### Fabric Care Manuals

- Please download and review the relevant Fabric Care manuals for your selected fabrics to understand proper care and maintenance.

### Delivery and Refusal

- You may only refuse delivery if:
  - The product arrives damaged during transport.
  - The delivered product does not match your order.

### Consumer Rights

- This agreement does not affect your statutory rights under UK consumer law.

### Agreement

By placing an order for furniture from 366 Concept through North Home Ltd, you acknowledge and agree to the following:

- You have carefully reviewed and confirmed all order details, including style, fabric, wood, and other specifications.
- You understand that changes or cancellations cannot be made after order placement.
- You are aware of the typical production time (normally up to 6 weeks) and the possibility of delays.
- You acknowledge the no returns policy for made-to-order furniture.
- You have read and understood the product descriptions.
- You accept the possibility of slight colour and shade variations in fabrics.

### Company Information:

North Home Ltd, Company Registration Number: 12369971,

email: [info@northhome.uk](mailto:info@northhome.uk)

Website: [www.northhome.uk](http://www.northhome.uk)