HORIZON

BESPOKE JOINERY

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TERMS AND CONDITIONS
2026

HORIZON
BESPOKE JOINERY

HORIZON CONSTRUCTION AND RENOVATIONS LTD

T/A HORIZON BESPOKE JOINERY

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TERMS AND CONDITIONS

Please read these Terms and Conditions carefully before making a purchase, signing a contract, or using our services.
Welcome to Horizon Bespoke Joinery.
By signing a contract with us, you as a customer agree to be bound by these Terms and Conditions. If you do not agree to all of these terms, you are advised not to proceed with your purchase or enter into this contract. Nothing will affect the statutory rights of a consumer in these Terms and Conditions.

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1. JOINERY & SURVEY CLAUSE

1.1 Artistic Renderings and Final Surveys
All drawings, 3D renders, and visual designs provided are artistic representations only and may not perfectly reflect the final product. All room dimensions and specifications are strictly subject to a final, physical on-site survey.

1.2 Pre-Production and Site Meetings
Following order placement, a representative from Horizon Bespoke Joinery will contact you to schedule a mandatory pre-production survey of your property. This requires an on-site meeting between our team and you and/or your builder (if applicable to your renovation, extension, or new-build project) to establish and agree upon a definitive program of works.

1.3 Site Access and Scheduling
You acknowledge and agree that the bespoke nature of this project may require our team to make multiple site visits. These visits are essential to ensure all ongoing building or renovation works remain on schedule, and to verify that all involved trades can realistically meet the allocated completion dates. Horizon Bespoke Joinery is not liable for project delays resulting from site unreadiness or scheduling conflicts caused by third-party trades.

2. SIGN-OFFS AND DESIGN APPROVAL

2.1 Final Drawing Verification
You are solely responsible for ensuring that all drawings, layouts, and appliance configurations meet your exact requirements. Please thoroughly review all internal and external specifications, including but not limited to:

- Oven and microwave heights and placements.
- Internal fittings, wirework, and waste bins.
- Carousels, pull-out larders, and pegboards.
- The exact positioning of any other ordered internal extras.

2.2 Formal Approval Process
Once you are satisfied that the layouts are entirely accurate, you must formally approve them by signing and dating the bottom of each provided page or digital drawing. Horizon Bespoke Joinery will not proceed to the manufacturing phase until this signed approval is received.

2.3 Alterations and Additions
Any modifications, additions, or structural changes requested after you have signed off on the plans will be subject to our then-current variation fees, material costs, and labour charges. These changes may also result in project delays for which we are not liable.

3. QUOTATIONS, ORDERS AND VARIATIONS

3.1 Validity of Quotations
All written quotations provided by Horizon Bespoke Joinery are strictly valid for 30 days from the date of issue, unless explicitly agreed otherwise in writing. Prices may be subject to change after this 30-day period due to material cost fluctuations.

3.2 Order Confirmation
An order is only officially confirmed, and your production slot secured, upon our receipt of both:

- A signed and dated project agreement.
- The cleared deposit payment as specified in your quotation.

3.3 Variations and Additional Work
Any modifications, structural changes, or additional work requested outside the originally agreed scope of works will be treated as a variation. All variations must be agreed upon in writing and will incur additional charges at our then-current rates for materials and labour.

4. PAYMENT TERMS:
Our payment terms are as follows*:*

- 50% to be paid after the first site meeting (This is the commencement point in the production of your order) This payment can be made by cash, draft or bank transfer.
- 40% to be paid on the final measurement
- Remaining 10% to be paid 3 working days before the fit.

4.1 Payment methods:

All fees and charges for our services are due in accordance with Section 4. We accept payments exclusively via electronic fund transfer (EFT), direct bank transfer, cash or bank draft. Please note that Horizon Bespoke Joinery does not accept credit card or debit card payments. You are solely responsible for ensuring your payment is processed using our approved methods.

4.2 Brown Thomas Arnotts Gift Cards & Loyalty Points

- **Brown Thomas Arnotts Gift Cards**
  Non-Acceptance of Gift Cards:
  Brown Thomas Arnotts Gift Cards are not accepted as a form of payment for any products or services supplied by Horizon Bespoke Joinery.
  Restrictions on Use:
  These gift cards may not be used, in whole or in part, to settle invoices, place deposits, or complete any transaction with Horizon Bespoke Joinery.
  Scope of Validity:
  Brown Thomas Arnotts Gift Cards are valid only within the Brown Thomas Arnotts retail network and hold no monetary or credit value within Horizon Bespoke Joinery.
- **Brown Thomas Arnotts Loyalty Points**
  Restrictions on Redemption:
  Loyalty Points cannot be redeemed, transferred, or applied toward any Horizon Bespoke Joinery goods or services.
  Issuance Conditions:
  Loyalty Points are issued exclusively by Brown Thomas Arnotts and are awarded only after the customer's final payment and installation have been completed for qualifying Brown Thomas Arnotts orders.
  No Monetary Value:
  Loyalty Points hold no cash value and cannot be exchanged for discounts, credit, or payment against Horizon Bespoke Joinery invoices.

5. VARIATIONS, ORDER CHANGES, AND MILESTONES
5.1 Protocol for Requesting Changes
Any requested modifications to your original signed order must be submitted with a minimum of 21 working days' advance notice before scheduled production. Changes must be communicated exclusively through one of the following channels:

- An email sent directly to info@horizonbespokejoinery.ie.
- A direct telephone call to your designated designer.
- An in-person showroom appointment with your designer.

- **5.2 Confirmation, Delays, and Milestone Payments**

You acknowledge and agree that any changes to your original signed order (including but not limited to appliances, accessories, or layout specifications) may delay the project completion date. To protect the project timeline and business operations, the following rules apply:

- **Written Confirmation Required:** Requested alterations are not finalized or binding until you receive written confirmation and approval from Horizon Bespoke Joinery. Additional material, labour, or administrative charges may apply.
- **Payment Milestone Protection:** If customer-requested changes or delayed third-party items prevent us from fully completing the installation, you remain legally obligated to make the second 40% milestone payment on the originally scheduled date. We will not delay this payment milestone due to outstanding items outside our control.

6. SITE ACCESS AND RESPONSIBILITIES

6.1 Site Readiness and Safety

The Client is solely responsible for ensuring clear, safe, and unobstructed access to the installation site for our delivery vehicles and installation team. The site must be cleared of debris, structurally sound, and compliant with standard health and safety regulations before our arrival.

6.2 Statutory Permissions and Consents

You must ensure that all necessary legal permissions, structural building regulations, local planning permissions, or listed building consents are fully approved and in place before work begins. Horizon Bespoke Joinery accepts zero liability for fines, stops, or legal actions resulting from missing permissions.

6.3 Liability for Access Delays

Horizon Bespoke Joinery is not responsible for any project delays, extended timelines, or additional costs arising from inadequate site access, unready premises, or missing legal permissions. If our team is turned away or delayed on the scheduled day due to site unreadiness, you may be subject to a daily abortive site visit fee at our then-current rates.

7. PREPARATION AND INDEPENDENT TRADES

7.1 Plumbing and Electrical Exclusion

Horizon Bespoke Joinery strictly manufactures and installs cabinetry and bespoke joinery. We do not undertake any plumbing or electrical works, and you have not been invoiced or charged for these services. You must hire fully qualified, independent plumbers and electricians immediately upon placing your order.

7.2 Compliance with Drawings

It is the Client's sole responsibility to ensure that all first-fix plumbing and electrical works are fully completed in exact accordance with the agreed design drawings. This includes, but is not limited to:

- All waste pipes, water supplies, and appliance plumbing connections.
- All electrical sockets, light switches, cooker points, and boiler switches.

7.3 The 7-Day Readiness Deadline

All plumbing and electrical preparations must be fully completed, tested, and signed off by your trades no less than 7 working days prior to our scheduled installation date.

7.4 Delays and Attendant Charges

If these preparation works are incomplete, incorrect, or poorly positioned upon our arrival, we will immediately halt the installation. Horizon Bespoke Joinery accepts no liability for resulting project delays. You will be held liable for any attendant costs, including rescheduling fees and daily abortive labour charges at our then-current rates.

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8. SEPARATE SUPPLIER ARRANGEMENTS

8.1 Direct Payments to Third Parties

Payment for all stone-based worktops, quartz surfaces, and/or glass splashbacks must be made directly to the respective third-party supplier. These costs are completely separate and are not included in the primary cost of your kitchen installation, unless explicitly agreed otherwise in writing with your designer.

8.2 Estimated Pricing and Final Templating Variance

Any pricing provided by Horizon Bespoke Joinery for stone or glass elements is a preliminary estimate only. Final pricing is strictly subject to variation and will be finalized only after your chosen supplier has completed a physical on-site template. Horizon Bespoke Joinery accepts no liability for price increases issued by third-party stone or glass suppliers following their final templating process.

9. SNAGGING, REMEDIAL WORK, AND PART LEAD TIMES

9.1 Acceptance of Snagging Works

As with any bespoke construction and joinery project, you recognize and accept that a final "snagging" period and minor remedial works are a standard part of the installation process. The presence of minor snagging items does not constitute a failure to deliver the project or breach of contract.

9.2 Replacement Part Schedules and Delays

If parts, components, or materials require replacement or modification during the snagging phase, they must go through our standard re-ordering and manufacturing schedules. You acknowledge and agree that this necessary process will result in unavoidable delays to the absolute final completion date of the installation.

9.3 Third-Party Supplier Lead Times

Lead times for specialized parts, hardware, or materials sourced from external suppliers are entirely outside the control of Horizon Bespoke Joinery. In the event that an external supplier experiences delays, you acknowledge and agree that our installation timelines and final deliverables will be extended accordingly. Horizon Bespoke Joinery is not liable for any financial losses or inconveniences caused by these external delays.

10. GAS APPLIANCES AND CERTIFICATION

10.1 Legal and Qualification Exclusion

Horizon Bespoke Joinery is not legally qualified to install, disconnect, reconnect, or service any gas appliances. If your kitchen contains gas appliances, all gas work must be carried out, tested, and certified by a Registered Gas Installer (RGI) in strict compliance with national safety regulations. These services are completely excluded from your scope of work and have not been invoiced or charged for.

10.2 Decommissioning Prior to Kitchen Removal

If Horizon Bespoke Joinery is contracted to remove and dispose of your old kitchen, all existing gas appliances must be fully disconnected and safely capped off by an RGI at least 3 working days prior to our arrival.

10.3 Abortive Site Visit Fees

If our installation team arrives on-site to remove the old kitchen or install the new one and finds that gas appliances have not been safely disconnected by an RGI, we will immediately halt work and leave the site for safety and insurance reasons. You acknowledge and agree that our standard abortive callout fees will apply for this visit, and a rescheduling fee will be required to book your next slot.

11. PREPARATION FOR NEW KITCHEN INSTALLATION

11.1 Site Clearing and Disconnection

Prior to the arrival of our installation team, all existing plumbing, electrical components, and appliances must be fully disconnected and made safe by your independent trades. If you are handling the removal of your existing kitchen yourself, the space must be completely stripped back, cleaned, and clear of all old cabinetry at least 3 working days before our scheduled installation date.

11.2 Quartz and Stone Worktop Salvage
If you intend to reuse or retain an existing quartz or stone worktop from your old kitchen, you are solely responsible for hiring an independent, specialized stone contractor to safely remove and store it. This removal must take place at least 3 working days prior to our arrival. Horizon Bespoke Joinery accepts zero liability for any cracking, chipping, or breakage that occurs during the removal or refitting of existing stone surfaces by third parties.

12. THE INSTALLATION DAY
12.1 Arrival Windows
Our professional installation team will generally arrive on-site between 9:00 AM and 11:00 AM on the scheduled installation day. Please note that arrival times are estimates and may vary due to regional location, transit distance, and unpredictable traffic conditions. We appreciate your patience and will endeavour to communicate any significant delays directly to you.

13. SUB-CONTRACTORS AND RECOMMENDATIONS
13.1 Independent Recommendations and Liability Disclaimer
Upon request, Horizon Bespoke Joinery may provide details of preferred independent tradespeople (such as builders, tilers, electricians, or plumbers). These recommendations are provided solely as an administrative courtesy. The final decision to hire any trade professional rests entirely with you. You acknowledge and agree that Horizon Bespoke Joinery accepts zero responsibility, liability, or warranty obligations for the performance, delays, conduct, or workmanship of any recommended sub-contractors.

13.2 Direct Payments and Scheduling Autonomy
All financial agreements, invoicing, and payments for sub-contractors must be managed directly between you and the respective trade. These costs are entirely separate from your contract with Horizon Bespoke Joinery. It is your sole responsibility to notify your sub-contractors immediately upon receiving your confirmed installation date to guarantee all preparation works are completed within the required timelines.

13.3 Trade Qualifications and Insurance Standards
For strict insurance and regulatory compliance, Horizon Bespoke Joinery does not undertake any plumbing, electrical, or structural building works. When engaging independent trades, you must ensure they hold current, valid professional qualifications, up-to-date insurance, and proper regulatory registrations. Horizon Bespoke Joinery is not responsible for any issues impacting your property or personal insurance policies resulting from the use of uninsured or unqualified trades.

14. APPLIANCES AND SPECIFICATIONS
14.1 Site Readiness and Client-Supplied Specifications
All appliances must be physically present on-site prior to the scheduled installation date. Failure to have appliances on-site will result in an abortive fitting, and you will incur our then-current callout fees to fit them at a later date. If appliances are not purchased directly from Horizon Bespoke Joinery, you must supply exact manufacturer specification sheets to us at least 5 working days prior to the final pre-production survey/measure. We accept no responsibility for cabinetry that does not fit appliances due to late or incorrect specifications.

14.2 Payment for Horizon-Supplied Appliances
If appliances are purchased directly through Horizon Bespoke Joinery, payment for these items must be settled in full immediately upon confirmation of the order. We will not order or secure appliance stock from our suppliers until this payment has cleared.

14.3 Appliance Variations and Stock Availability
If you wish to change any appliances after your order confirmation, you must submit the request via email to info@horizonbespokejoinery.ie or book a showroom appointment.

Stock Variations: Appliance makes and models are subject to supplier availability. If an item becomes unavailable, we will suggest an equivalent alternative.

Design Impacts: Alterations to appliances after design sign-off can fundamentally impact cabinetry construction. Such changes may incur additional modification fees, or we may refuse the change entirely if production has already commenced.

14.4 Extraction Exclusions
Please be explicitly aware that Horizon Bespoke Joinery does not install, connect, or duct out down-draft extractor hobs or external venting systems. This specialized ventilation work must be carried out independently by your own qualified trades.

15. NATURAL MATERIALS, COLOURS, AND GRAINS
15.1 Acceptance of Natural Variations
By signing this agreement, you acknowledge and agree that timber, solid wood doors, and natural wood worktops are organic products. As such, they inherently exhibit unique variations in colour, grain structure, knots, and texture. These natural characteristics are a sign of authenticity and do not constitute manufacturing defects.

15.2 Painted Wood Grain and Finishes
On solid painted doors designed to showcase the underlying timber, the visibility and depth of the wood grain can vary naturally across different door fronts. Additionally, paint finishes can experience minor shade variations from batch to batch over time. Horizon Bespoke Joinery cannot guarantee an exact 100% colour match across different production batches or varying component materials.

15.3 Environmental and Lighting Conditions
Finishes, stains, and paint colours will appear drastically different depending on the environment, changing natural light conditions, and the artificial lighting used in your home compared to our showroom.

15.4 Moisture Protection Edging
To ensure structural integrity and maximum resistance against kitchen moisture, specific panel edges are finished with a protective PVC edge-banding. Please refer to our Aftercare Guide for comprehensive details on maintaining your kitchen's finishes. Your designated project manager will provide further care updates during the installation.

16. RETENTION OF TITLE AND REPOSSESSION RIGHTS
16.1 Ownership of Goods
Legal and beneficial ownership of all goods, cabinetry, appliances, and materials supplied or installed by Horizon Bespoke Joinery shall remain exclusively with us. Title to the goods will not pass to the Client until Horizon Bespoke Joinery has received payment in full, in cleared funds, for all invoices relating to the project.

16.2 Rights of De-installation and Removal
In the event that you fail to make any scheduled milestone payments when due or otherwise commit a material breach of these Terms and Conditions, Horizon Bespoke Joinery reserves the absolute right and authority to suspend works, de-install, and remove any or all of our installations and materials from your property.

16.3 Irrevocable License for Property Access
You explicitly acknowledge and agree that you will raise no objection or obstruction to Horizon Bespoke Joinery enforcing its rights under this clause. For this purpose, you grant Horizon Bespoke Joinery, and our authorized agents, an irrevocable license to enter the site or property where the goods are stored or installed to inspect or repossess them.

17. AMERICAN-STYLE REFRIGERATION CLEARANCES

17.1 Door Protrusion Requirements

Please note that all freestanding American-style refrigerators require specific spatial clearances to function correctly. The refrigerator doors and hinges must protrude past the front edge of the surrounding cabinetry by 60mm to 70mm. This protrusion is structurally mandatory to allow the doors to swing open fully to 90 degrees or more without impacting the joinery.

17.2 Space Planning Acceptance

By signing this agreement, you acknowledge that you have reviewed the technical drawings and accept that an American-style refrigerator will not sit completely flush with your standard-depth kitchen cabinets. Horizon Bespoke Joinery is not liable for any aesthetic or spatial dissatisfaction arising from these standard manufacturer installation requirements.

18. TAPS, PUMPS, AND MECHANICAL WARRANTIES

18.1 Water Pressure and Pump Requirements

Mains water pressure varies significantly by regional area and property type. Certain specialized tap models require a specific minimum bar pressure to function correctly and may necessitate the installation of an independent water booster pump. Water pumps and associated plumbing adapters are entirely separate mechanical components and are not included in the primary cost of your kitchen quotation unless explicitly itemized.

18.2 Pressure Verification on Final Measure

It is your responsibility to confirm with your designer during the final pre-production survey and measure which tap model you have selected. Your independent plumber must verify whether your property's plumbing infrastructure requires a booster pump to support that specific model.

18.3 Two-Year Parts-Only Warranty

All taps, specialized boiling water taps, and water booster pumps supplied by Horizon Bespoke Joinery carry a strict 2-year parts-only warranty starting from the physical date of installation.

Labor Exclusion: This manufacturer-backed warranty covers the cost of replacement mechanical parts or components only. It explicitly excludes the cost of plumbing labor, callout fees, or de-installation and re-installation services required to swap the parts.

Warranty Separation: Mechanical plumbing components are subject to wear and tear and are explicitly excluded from the comprehensive structural cabinetry warranty detailed in Clause 22.

19. REPORTING DAMAGE AND TIME LIMITATIONS

19.1 Final Handover Inspection

Upon the practical completion of your kitchen or utility room installation, our fitting team will conduct a walkthrough with you or your designated representative. It is your responsibility to thoroughly inspect all doors, cabinet internals, flooring, worktops, and appliances for any visible surface damage, scratches, or cosmetic defects during this time.

19.2 Strict 24-Hour Reporting Window

You explicitly acknowledge and agree that Horizon Bespoke Joinery will accept zero responsibility or financial liability for any damage to doors, floors, worktops, appliances, or any other part of the project unless it is officially reported to our office in writing within 24 hours of the installation completion. Any damage reported after this 24-hour window will be legally presumed to be post-installation wear-and-tear or damage caused by third parties, and any subsequent repairs or replacements will be fully billable at our then-current rates.

20. CUSTOMER CARE AND QUERIES

Contact Protocol
For any questions, operational queries, or maintenance updates during or after the installation process, please contact our administrative head office directly. Our team is available through the following official communication channels:
Telephone: 01 802 0668
Email: info@horizonbespokejoinery.ie

21. SIGN-OFFS AND MANDATORY SITE CONDITIONS FOR FINAL MEASURE

20.1 Client Presence Required
The Client or their authorized representative must be physically present on-site during our final pre-production measure. Upon completion of the survey, you are required to sign off on the confirmed spatial dimensions alongside our surveyor.

21.2 Mandatory Site Readiness Conditions
To ensure millimetre-accurate manufacturing of your bespoke cabinetry, a final measure can only be executed once the physical structure of the room is entirely finalized. The site must strictly meet the following prerequisites prior to our surveyor's arrival:

- All plastering, skimming, and dry lining must be fully complete and cured.
- The subfloor or final flooring must be fully laid and level.
- All external doors, windows, and structural frames must be completely installed.
- The boiler, hot water cylinders, and primary structural pipework must be securely fitted in their final positions.

21.3 Abortive Measurement Site Visits
If our surveyor arrives on-site and finds that any of the mandatory conditions listed above are not met, or if the site is deemed unready for an accurate final measurement, the survey will be immediately cancelled. You acknowledge and agree that you will be issued a daily abortive site fee, and a second measurement callout charge will apply at our then-current rates to reschedule.

22. APPLIANCE WARRANTIES

It is critical that you register all appliance warranties directly with the respective manufacturers immediately after delivery.

All appliance warranties are provided exclusively by the individual product manufacturers and not by Horizon Bespoke Joinery. Consequently, in the event of an appliance malfunction, mechanical failure, or technical fault, all service requests, warranty claims, and issues must be reported directly to the relevant manufacturer's authorized service agent.

23. WARRANTY

23.1 Warranty Scope and Breakdown
Horizon Bespoke Joinery provides limited structural and component warranties subject strictly to the conditions, exclusions, and validation criteria set out below:

- 15-Year Cabinetry Warranty: We guarantee that rigid cabinets manufactured directly by Horizon Bespoke Joinery will be free from structural defects in materials and workmanship for a period of 15 years from the date of practical installation.
- 5-Year Component Warranty: Worktops, door fronts, drawer boxes, hinges, and handles carry a 5-year limited warranty from the date of installation against manufacturing defects.
- Taps and Water Pumps: These mechanical plumbing items are strictly subject to the 2-year parts-only warranty detailed in Clause 18.
- Appliances: Appliances are completely excluded from Horizon Bespoke Joinery's warranties. Please refer instead to the manufacturer registration process in Clause 22.

23.2 Strict Eligibility Criteria
The warranties outlined in Clause 23 shall apply exclusively under the following mandatory conditions:

- **Non-Transferable:** The warranty is strictly personal to the original individual consumer who purchased the kitchen. It cannot be transferred or assigned to any subsequent property owner or third party.
- **Domestic Use Only:** The warranty applies solely to a private individual purchasing the kitchen for personal use inside a residential domestic dwelling. It explicitly excludes commercial entities, businesses, partnerships, landlords, rental properties, student accommodations, or corporate spaces.
- **Intended Environmental Use:** Cabinets must be used inside a standard, climate-controlled domestic kitchen environment. No warranty applies if cabinetry is utilized in unconditioned spaces like garages, outhouses, or external workshops.
- **Compliance:** The kitchen must be used, cleaned, and maintained in strict accordance with the Horizon Bespoke Joinery Aftercare Guide.
- **Geographical Boundary:** The kitchen must be physically purchased, installed, and remain within the Republic of Ireland.

23.3 General Warranty Exclusions
The limited warranties do not cover, and Horizon Bespoke Joinery accepts zero liability for, damage caused by or contributed to by any of the following:

- **Wear, Tear, and Chipping:** General day-to-day wear and tear, natural colour deterioration, fading over time, and any chipping or scratching to painted or lacquered surfaces.
- **Independent Workmanship:** Faulty, poor, or incorrect installation, alterations, modifications, or repair work carried out by anyone other than an authorized installer from Horizon Bespoke Joinery.
- **Environmental and Water Damage:** Swelling, warping, or splitting caused by excessive condensation, poor ventilation, room moisture, or water absorption. This includes water damage at the base of units or plinths due to wet floor-mopping, water spillage around sink/hob cutouts on laminated surfaces, and localized steam or heat exposure from kettles, dishwashers, washing machines, or ovens.
- **Force Majeure and Accidental Events:** Incidents outside our control, including fires, floods, plumbing leaks, structural dampness, explosions, contact with corrosive chemicals, extreme weather, vandalism, pest infestations, or structural building movement.
- **Domestic Abuse:** Damage caused by household pets, physical abuse, impact, overloading, or general negligence by adults or children.

23.4 Warranty Claim and Validation Process
To formally validate and execute a claim under this limited warranty, the Client must adhere to the following procedural rules:

- **Written Notification:** You must submit your claim in writing to our Customer Relations team via email at info@horizonbespokejoinery.ie.
- **Inspection Rights:** You must grant Horizon Bespoke Joinery or our designated representative's full physical access to inspect the reported defect on-site. Refusal or failure to allow a physical site review will instantly invalidate the specific claim.

- **Remedy Discretion:** Following an inspection, if Horizon Bespoke Joinery verifies a valid manufacturing defect, we will—at our absolute sole discretion—either repair the affected component, replace the defective part, or issue a partial refund equivalent to the original purchase price of the affected component.
- **Remedial Labor and Collection Limitations:** Horizon Bespoke Joinery will not cover or pay for the labour costs associated with removing defective cabinetry or parts. It is the Client's sole financial responsibility to collect any replacement components directly from our production facility or store.
- **Unexpired Portion Only:** Any components repaired or replaced under this clause shall be warrantied only for the remaining, unexpired duration of the original warranty period.
- **Discretionary Forfeiture:** Any material breach of these general Terms and Conditions by the Client gives Horizon Bespoke Joinery the absolute discretion to terminate or forfeit your remaining warranty coverage entirely.

24. RETURNS, CANCELLATIONS, AND REFUNDS

24.1 Non-Refundable Custom Orders

Horizon Bespoke Joinery designs, manufactures, and installs custom-made, bespoke products tailored to your exact specifications. Consequently, once an order is officially confirmed, production slots allocated, or materials ordered, all payments received (including deposits and milestone payments) are strictly non-refundable.

24.2 Statutory Rights

Nothing within these Terms and Conditions affects, limits, or excludes your statutory consumer rights under the Consumer Rights Act 2022 or any other applicable Irish consumer protection legislation.

25. EXAMINATION, APPROVAL, AND FULFILMENT OF GOODS

25.1 Standard of Delivery

Horizon Bespoke Joinery operates under a commitment to deliver all craftsmanship in excellent condition, subject explicitly to the standard snagging and remedial works naturally required in bespoke construction projects as detailed in Clause 9.

25.2 Handling of Damaged Transited Components

In the unlikely event that components or raw materials arrive on-site in a damaged or defective condition due to transit or manufacturing anomalies, Horizon Bespoke Joinery will immediately re-order the affected parts from our suppliers. We will endeavour to manufacture or deliver these replacement parts within a reasonable production timeframe, typically estimated between three (3) to six (6) weeks, subject strictly to external supplier order schedules and material availability.

25.3 Contractual Deemed Fulfilment

Once Horizon Bespoke Joinery has completed the installation, addressed any validly reported damage as per Clause 19, and completed the agreed scope of works in accordance with the signed contract specifications, the goods and installation shall be deemed entirely satisfactory. At this point, the contract shall be legally recognized as fully completed, and Horizon Bespoke Joinery's obligations under the agreement shall be deemed fulfilled.

26. CANCELLATION AND INDEMNITY

26.1 Restriction on Right to Cancel

The Client has no unilateral right to cancel an order once confirmation has occurred under these Terms and Conditions. No contract or order may be cancelled by the Client unless Horizon Bespoke Joinery explicitly agrees to the cancellation in writing.

26.2 Indemnification of Costs

In the event that Horizon Bespoke Joinery consents to a project cancellation, such consent is strictly conditional upon the Client fully indemnifying the company against all losses and expenses incurred up to the exact date of cancellation. The Client shall be held liable to reimburse Horizon Bespoke Joinery for:

- The full cost of all specialized design and administrative labour utilized.
- All raw materials, timber, hardware, or appliances ordered from suppliers that cannot be returned or cancelled.
- Restocking or handling fees imposed by external suppliers for returnable items.
- Any manufacturing or workshop preparation labour already executed.

27. ENTIRE AGREEMENT AND REGULATORY COMPLIANCE

27.1 Entire Agreement and Reliance

This document, along with your official signed quotation and design drawings, constitutes the entire agreement between the parties. The Client explicitly acknowledges and agrees that they have not relied upon any verbal warranty, informal representation, or undertaking made by any staff member or representative of Horizon Bespoke Joinery, save for those explicitly set out in writing within the body of these Terms and Conditions.

27.2 Client Responsibility for Regulatory Compliance

It remains the sole and absolute responsibility of the Client to ensure that the ordered goods, kitchen layout, and subsequent structural changes comply with all applicable local and national laws, codes of conduct, and guidelines. This includes, but is not limited to, full compliance with:

- National Building Regulations (including ventilation and fire safety spacing). Health and safety guidelines and emergency access routes.
- Local planning permissions, environmental consents, and listed building restrictions.
- Disability access and universal design requirements where applicable.
- The Client is strictly advised to verify compliance with their own architect, engineer, or qualified building surveyor prior to signing this contract.

27.3 Misrepresentation Limitation

Nothing within these Terms and Conditions is intended to restrict, exclude, or limit Horizon Bespoke Joinery's liability for fraud, fraudulent activity, or negligent misrepresentation.

28. MISCELLANEOUS PROVISIONS

28.1 Precedence of Terms

In the event of any direct conflict, ambiguity, or contradiction between these general Terms and Conditions and any other document, contract, or communication issued by either party, these Terms and Conditions shall strictly prevail and take legal precedence.

28.2 Non-Waiver of Rights

Any failure, omission, or delay by Horizon Bespoke Joinery in enforcing, enforcing partially, or exercising any provision or right under this contract shall not be construed as a waiver of our legal rights. It does not prevent us from strictly enforcing that provision, or any other provision, at any point in the future.

28.3 Severability

If any individual provision, sub-clause, or part of these Terms and Conditions is held by a competent court, arbitrator, or authority to be invalid, illegal, or unenforceable in whole or in part, the validity, legality, and enforceability of the remaining provisions of this contract shall remain entirely unaffected and continue in full force and effect.

29. GOVERNING LAW AND JURISDICTION

30.1 Governing Law

These Terms and Conditions, along with the underlying contract, project drawings, and quotations, shall be governed by, interpreted, and construed in accordance with the laws of the Republic of Ireland.

30.2 Exclusive Jurisdiction

You and Horizon Bespoke Joinery explicitly agree that any disputes, legal claims, controversies, or proceedings arising out of or in connection with this agreement shall be subject to the exclusive jurisdiction of the Courts of the Republic of Ireland, sitting strictly within the Dublin Metropolitan District.