

TERMS & CONDITIONS

Please read these Terms and Conditions carefully before placing your order. By placing your order, you agree that you have fully read, understood and agree to our terms and conditions. All orders placed with and accepted by Mooney Kitchens & Interiors (T/A Mooney Furniture & Design) are bound by these conditions.

1. Drawings & Design Fees

a. Kitchen Design

A kitchen / furniture design consultation takes place in our Showroom and is free of charge. A full Kitchen / furniture design including an overhead plan and 3D visuals are €500. This amount is deductible from the total project cost. For other rooms in the project, there is a design fee of €300 per room thereafter.

b. Pre Planning or Pre Build Consultations

Pre-Planning or Pre-Build Consultations are available on request. This involves spatial planning with respect to the Kitchen layout. This consultation is €250.

2. Payment Terms

Payments must be made in strict accordance with the following payment terms which are divided into the following instalments.

TYPE	AMOUNT	TIMELINE
DESIGN FEE	€500 (deductible from project total)	CONSULTATION
PAYMENT 1	€1,000 DEPOSIT (non-refundable)	ON APPROVAL OF DESIGN
PAYMENT 2	50% of TOTAL for purchase of materials & Manufacturing process	ON APPROVAL OF PRODUCTION DRAWINGS
PAYMENT 3	OUTSTANDING BALANCE	1 WEEK BEFORE DELIVERY
CONTRACTORS Turnkey Projects only	PROJECT DEPENDANT	CONTRACTORS WORKING WEEK

Failure to make payments or late payments may result in the delay or rescheduling of the manufacturing or installation stage (please refer to Lead Times section for more information).

All goods remain the property of Mooney Kitchens & Interiors until paid for in full. All furniture items that are custom made or made to order are non-refundable.

3. Order Confirmation & Scheduling

A Kitchen or bespoke furniture order is accepted by means of the €1,000 deposit whereby the project is input in the Manufacturing and Installation Schedule.

4. Cancellation

Should the customer cancel the order prior to the Manufacturing stage, the customer shall cover the costs incurred by Mooney Kitchens & Interiors as a direct result of the cancellation. (Expenses include costs of labour, materials, administration costs, services such as further design consultations, site visits etc.)

5. Quotations

All quotations are valid for 30 days after issue, include VAT and are subject to site survey. Quotations do not include existing kitchen removals, bulkheads, plumbing or electrical works unless otherwise stated. The deposit secures quotation prices for 90 days. Thereafter the quotation price is subject to industry price increases where applicable. A €35 fitting fee charge applies per appliance not supplied by Mooney Kitchens & Interiors.

6. Site Survey & Conditions

Once the customer has agreed on the design and layout, a site survey will be conducted by a member of the Mooney Kitchens & Interiors team to ensure that all measurements and dimensions of the confirmed plan are correct. The customer must inform Mooney Kitchens & Interiors when the site is ready for the final measure.

The customer must ensure that the following items are complete before a final survey can be carried out;

- Walls are plastered
- Concrete floors poured
- Electrical first fix complete
- Plumbing first fix complete

After the site visit has been completed, final plans and production drawings will be issued to the customer by Mooney Kitchens & Interiors. Production Drawings can only be issued after the final site visit.

The manufacturing and ordering process cannot begin until the final site measure has been completed, and Production drawings have been signed off by the customer.

The deposit covers one site survey per project. Additional site visits may be chargeable.

An early site survey can be requested. Please speak to your designer.

7. Lead Times

There is a minimum 8 week lead time for all projects from the time of sign off to installation date. In-frame Kitchens have a minimum 12 week lead time. Lead times may increase during peak times.

Estimated Manufacturing and Installation dates will be communicated to the customer by the designer.

The customer must inform Mooney Kitchens & Interiors of any change to the installation date. A minimum of 3 weeks' notice is required. Where possible Mooney Kitchens & Interiors will try to accommodate the new timeframe, however changes to installation dates can impact other projects that have been booked into the schedule. Mooney Kitchens & Interiors will endeavour to rebook the installation date as close to the original date as possible. Delays in rescheduling of manufacturing or installation may incur additional costs.

Worktops: Mooney Kitchens & Interiors do not have control over the measure and installation dates from any of the worktop suppliers associated. Each worktop supplier will outline their own lead times and terms and conditions, please check carefully.

8. Manufacturing

Goods are prepared and manufactured according to the Production document as signed by the customer.

Appliances and goods (sink, taps, handles etc) are ordered according to the Production document as signed by the customer.

Appliances are subject to availability. If any of your chosen appliances are out of stock, Mooney Kitchens & Interiors will inform the customer immediately and advise of expected delay in delivery.

9. Delivery of Cabinetry and Appliances

Cabinetry and Appliances are delivered to the site before Installation. A signature is required for all deliveries of cabinetry and appliances. Mooney Kitchens and Interiors cannot accept responsibility for any damages or losses that occur on site after delivery has been accepted.

10. Design or Material Changes

Any changes made by the customer to the design, material choices, appliances and goods (sink, taps, handles) after the Production Drawings have been signed off will be chargeable.

11. Fitting Conditions

The customer must ensure that the following conditions are met before the Fitting Team begin the Installation process.

- a. ESB connection in place
- b. Toilet facilities in place

- c. Removal of existing cabinetry is the responsibility of the customer unless otherwise agreed with both parties.
- d. Clean site – no site debris for Health & Safety reasons
- e. Any appliances purchased by the customer from a third party must be on site before fitting.
- f. Fitting of appliances from a third party will incur a fee of €35 per appliance.
- g. Appliances are fitted into place by the Mooney Kitchens & Interior fitting team but not connected. This needs to be carried out by a registered electrician.
- h. Mooney Kitchens & Interiors will remove and dispose of any rubbish associated with the appliances purchased from Mooney Kitchens & Interiors.

12. Handover

To ensure customer satisfaction we request that the customer is available to meet the fitter on the last day to check through all works and sign off on the job.

13. Warranty

The warranty begins from the date of signed Handover document.

- a. **Custom-made Cabinetry** - All goods manufactured by Mooney Kitchens and Interiors are covered by a 5-year Warranty. Anything after Year 5 will be subject to a call out fee where a company representative will assess the issue and advise the customer of the necessary solution. New or replacement goods will be subject to charge. Please allow 1 day to 8 weeks for works to be completed. Doors with a painted finish cannot be warranted against chips or hairline cracks due to movement in the wood.
- b. **German Designer Kitchens**
 - i. Nobilia - 10 Year Guarantee on all door fronts
 - ii. Next 125 offer a 5 Year Guarantee
- c. **Appliances** – the customer must register their appliances with the manufacturer to activate their warranty. After care service or call-outs must be logged directly with the appliance manufacturer.

Mooney Kitchens & Interiors warranty **does not** cover the following.

- Any damage accidental or deliberate occurring on site after installation
- Breakages or damages caused in the normal course of usage.
- Damage caused by cleaning practices or application of any chemicals or abrasive substances.
- Any damage to cabinetry or appliances caused by Tradesmen or Contractors hired by the customer.

- Scratches or marks on the cabinetry which have not been brought to the attention of the fitter during the Project Handover or reported to Mooney Kitchens & Interiors within 48hours of installation.
- Any damages caused by moisture or excessive heat.
- Any product that has not been paid for in full.

It is imperative that the customer reads the **After Care information** leaflet accompanying these Terms & Conditions to ensure that best practices are adhered to.

14. Contractors / Tradesmen

- a. For Self-Build Projects** - Full plans and 3D visuals will be issued to help the customers' builder, electrician and plumber. Bulkheads can be shown as part of the visual design but are not part of the kitchen manufacturing or installation process. It is the responsibility of the customer to issue the drawings to the various tradesmen. Should the customers' contractors work be incomplete on installation day, Mooney Kitchens & Interiors cannot be held responsible for any delays on the project.
- b. For Turnkey Project Renovations** – Mooney Kitchens & Interiors offer a Turnkey Project Management service whereby all contractors and tradesmen are organised by the company. In this case, Mooney Kitchens & Interiors will issue plans on the customers' behalf.

15. Returns and Refunds

All payments received are non-refundable. The statutory rights of the customer are not affected in any way. Appliances items returned or exchanged after the project has been signed off by the customer will be subject to a 30% restocking fee.