

**1. Definitions**

The following words shall have the following meaning respectively:

The Supplier: LogHouse SC Ltd

- The Customer: the person who signed the sales agreement

- The Building: Wooden structure as stated on the sales agreement.

**2. Price**

The price for the building shall be set out on the Sales Order. If there are any alterations to specifications, quantity, place, or date of delivery required by the Customer after signing the Sales Order, the supplier may vary the price accordingly.

2.1 Due to volatility in the timber industry, the price is subject to increase by 5% - 10%. The Buyer will be notified and allowed to confirm and continue with the order or request a refund and cancel the order.

**3. Payment**

3.1 The deposit of 50% of the price agreed on the Sales Order shall be paid before processing. A further instalment of 50% of the contract value must be paid before delivery day. If a client is availing of our groundworks/plumbing or painting services, a 10% balance sum of the aforementioned works can be retained until the contract is fulfilled. Upon receipt of the deposit and the signed sales order, the supplier will take steps to supply the goods ordered.

3.2 Any payments on account by the Customer to the supplier may be set off by the supplier against any liability, costs, or expenses incurred by the supplier in complying with the Sales Order if the Customer should breach the contract.

3.3 Cancellation. The supplier is obliged to provide a full refund if the project is cancelled within two weeks of the signing day of its sales agreement. An admin fee of 10% of the contract value will be deducted thereafter. Deposits for custom log cabins are non-refundable.

3.4 Retention – the amount of money held back from the supplier cannot be greater and must be equal to the cost of missing part or incomplete service.

**4. Ownership**

4.1 The building shall remain the supplier's property until all sums payable by the Customer to the supplier are paid.

4.2 The supplier shall be entitled to repossess any building supplied to the Customer in respect of which payment is overdue and thereafter to re-sell the same. For this purpose, the Customer, at this moment, GRANTS an irrevocable right and licence to the supplier or its agents to enter the property where the building is installed.

**4.3 Leftover Building Materials**

To avoid shortages or breakages, the company over-orders materials, and there will be a surplus of materials. In all cases, these materials belong to the company. Surplus materials have cost the company additional amounts above the agreed sale price.

**5. Delivery**

5.1 The Delivery date stated on the Sales Order is intended as an estimate or guide only.

5.2 The supplier shall not be liable to the Customer for any third-party loss, damage, or alteration directly or indirectly or consequential to any property, undertaking, or event caused by or arising from or connected with any delay in delivery of the goods or failing to execute an order or delivery or cancellation of the contract.

5.3 The Customer will allow and/or procure sufficient access to and from the relevant site for the delivery of the goods. The Customer will ensure that the site is cleared and prepared before the delivery is due to commence.

5.4 The supplier reserves the right to deliver the goods to the kerbside only. Suppose a supplier cannot deliver the goods due to poor access to the site - In that case, the supplier reserves the right to deduct delivery cost + assembly crew daily pay rate from the deposit received and not return with delivery until access to the site is available.

5.5 Remote location deliveries where access takes longer than usual or delivery requires other means of transportation, including boats or ferries, will have additional costs applied. All extra assembly crew hours spent on delivery are to be paid by the client at a rate of £20 an hour per crew member, including the delivery truck driver.

**6. Warranties**

6.1 Fully insulated log cabins

The supplier warrants the fit for purpose, suitability, and merchantability only of goods supplied by it to the seller under the Sales Order subject to ordinary reasonable wear and tear for ten years only from the date of practical completion.

6.1.1 Uninsulated or partly insulated log cabins

Due to a low thermal capabilities, the supplier does not recommend one to be lived in, worked in or used for anything else but storage.

6.1.2 Flatpack log cabins do not come with a warranty. An uninsulated or partly insulated log cabin is covered by a two-year structural warranty.

6.2 Relocation of the building supplied, unless under the supervision of or conducted by or with the written approval of the supplier, will void any warranty.

6.3 The supplier shall not be liable for any damage or other adverse consequence to the goods supplied and sold to the Customer caused directly or indirectly by any failure, default, or neglect on the part of the Customer to maintain them properly and to comply with the supplier's maintenance instructions. Changes or alterations to parts or components, unless approved or performed by the supplier or his agents, are at the Customer's risk.

6.4 Warranty covers structure itself, not moving parts. Windows, doors, locks, and handles/hinges have a 2-year warranty

6.4.1 Rainwater drainage

Not included when Cutters & downpipes are purchased. Please liaise with a member of sales for advice and available options.

**7. Maintenance**

The supplier requires the building to be sealed with outdoor silicon (all horizontal and

vertical joint areas) & treated with the quality wood treatment of the Customer's choice by the application instructions for the product within four weeks of completion of the building and thereafter according to the recommendations of the product manufacture.

**7.1 Product finishing**

All images of the product are for illustrative purposes only; the finished product might look different. All our buildings are pre-finished products. Sanding, filling, painting, and sealing are required. Painting inside and outside, including windows and doors, is required. Failing to do so will void your warranty

**8. Exclusions**

8.1 The supplier shall not be liable to the Customer or any third party for loss, damage, or alteration, whether direct or indirect or consequential to any property, undertaking, or event caused by or arising from connected with delay in delivery of goods or failure to execute an order or delivery or cancellation of the contract pursuant.

8.2 Failure on the part of the Customer to ensure all preparations are completed for installation and operation for the agreed time and date can result in the deduction of the delivery cost from the deposit received.

8.3 The supplier or his agents will not be held liable for any damages or injuries to goods, property, or personnel arising from inadequate site preparation on the part of the Customer or his agent.

**9. Authorities**

9.1 It is the Customer's responsibility to obtain all permissions and consents, including all local authority planning permissions or any certificates or authorizations under any by-laws or regulations if applicable.

9.2 Where the supplier authorizes access through adjacent properties for the supplier's use during delivery and or installation, the Customer is required to obtain permission from the owners of the adjacent property for such use, and the Customer agrees to be responsible and accept the risk and liability thereof.

**10. Additional Works**

10.1 The supplier shall provide any extra work required in line with the supplier's specifications appropriate to the goods purchased by the Customer at the extra price agreed.

10.2 If extra works such as electricals and/or plumbing are undertaken by third parties that are not to the supplier's specifications, the supplier will not be responsible for any damage or alterations done during or any loss caused by fittings of electricals and/or plumbing, the supplier does not guarantee such work.

10.3 If a base or foundation is ordered, the supplier shall provide a base suitable for the size of the building and guarantee such work. Suppose the Customer does not require a base or foundation from the supplier - In that case, the supplier accepts that any base constructed by the third party is a matter between the third party and the Customer and holds the Customer free from liability for any adverse consequence arising. In particular, if the base is not built to the specifications of the supplier, the supplier will not be responsible for defects caused to the goods supplied and the building by the third-party foundation.

11. Courtesy Referrals to third-party contractors by the supplier to the Customer are given as a professional courtesy only. The supplier is not responsible for any subsequent conduct or services provided by referrals.

**12. Returns:** The Supplier do not accept any returns.

**13. Lead Time Supplier indicates lead time as a guidance only. During busy periods, our lead time might range from 20 to 24 weeks or more.**

**14. The Cabin Storage**

Client will be notified within approximately a week before the cabin is delivered to the supplier warehouse. It is the client's responsibility to have the site ready for the cabin to be delivered within the week of the notification. Cabins can be stored for delayed delivery for an additional charge of £100 per week for cabins under 25 square meters and £150 for cabins over 25 square meters.

**15. Foundation Pricing**

If the client has purchased the timber frame and block pad foundation services from the supplier, the client guarantees that the site is level and stable. If builders identify otherwise, the client might be liable for an extra charge of £15 per square meter for foundation works or refusal of foundation works, and the client would need to organise the foundation themselves.

**16. Insulation** Please note:

Our final clearance dimensions can change when we internally insulate the exterior walls, thus reducing the overall internal area. It's best to field measure after installation.

**17. The client is responsible for the disposal of any materials and rubbish left on site after the project is completed.**

**18. Please see your project fulfilment process below:**

We will contact you four weeks after your purchase to let you know the progress of your project. If your cabin becomes available sooner, we will be in touch. The usual assembly notice is 1-2 weeks; if cancellation arises, we might ask you to accommodate the building date sooner. If you are looking for an update on your project, please email projects@loghousecabins.co.uk, and we will respond within 48 hours

**19. Cabin Access During Construction**

Entry to the cabin while under construction is prohibited. LogHouse SC Ltd is not liable for injuries to third parties during construction. Unauthorized entry before completion will make the client solely responsible for any accidents or injuries incurred

Loghouse SC Ltd - SC677982

Customer's Signature

Date: / /

Date: / /