



Service Terms & Conditions  
updated to November 2023

## **CULLIN RIDGE DESIGN**

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Please read carefully our Terms & Conditions and contact us if you need any further explanation. These Terms and Conditions apply to all work we undertake on behalf of our clients. We recommend you print a copy for your records.

- (1) While carrying out work for you, all communication should be via email to [cuillinridgedesign@gmail.com](mailto:cuillinridgedesign@gmail.com). We do not accept instructions and files via telephone, text, social media or Apps.
- (2) We ask new UK customers to provide their full name, business name, business address, postcode, telephone number/s and website address.
- (3) Ensure all information you provide is most current manufacturer sizes/information to ensure we select the correct products for your design.
- (4) If we cannot find exact 3d models for your design, we have the right to substitute models whilst always aiming to get a close match to your selection.
- (5) The 3d rendered images we produce are for illustrative purposes only. You must ensure you take full measurements of your room projects to satisfy yourself before ordering product from your suppliers. We are not liable for rooms that do not fit.
- (6) Please ensure detailed floor plan, instructions and additional files are sent in one e-mail only, we don't accept partial plans or incomplete information as this slows down the completion time.
- (7) We decide on a project-by-project basis whether to send you draft or test renders which are low resolution renders of your design. The purpose of these test renders are to give you an opportunity to check for any discrepancies on our part, between your design and what we have produced for you. Test renders are only intended to uncover discrepancies from the original design you submitted and were quoted for and are not be shared either in printed format or digitally with your clients or any other party.
- (8) Please white-list our email address into your email contacts list to ensure our emails don't get delivered to spam or junk mail. Our email address is [cuillinridgedesign@gmail.com](mailto:cuillinridgedesign@gmail.com)
- (9) Once a quote has been provided by us for a new project or revisions to an existing project, please do not add or change your design. Original price quoted by us is for your submission and not additional changes.



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(10) If you decide to make revisions or updates after you have received final renders, please email for a quote for revision work.

(11) A prepayment invoice will be provided with your quote. On receipt of your payment, work will begin on your rendering project.

(12) If there are any in-project revisions during your project, a quote and a further prepayment invoice will be issued and your project will begin on receipt of payment.

(13) Turnaround times are generally 2 to 3 days. As we are a drop-in service, there may be occasions when we exceed this time scale due to seasonal demands but we will advise you of any delay. We ask that you respond to us quickly any answers to questions, confirmations of test renders etc to ensure we can meet our 2 to 3 day turnaround.

(14) We send your rendered files to you as email attachments or for larger or multiple files, we may opt to send you a link to access your files via the Cloud, for example, from Drop Box or One Drive.

(15) We use .png .jpg and.pdf file formats to deliver your files electronically. We do not return files to you that you may have sent us as part of your order, for example CAD files, SketchUp files.

(16) We are not VAT registered.

(17) All our prices are in UK Sterling. If you are paying from a currency account other than sterling please ensure your payment reflects the full amount on the invoice. Currency conversion or transaction fees from your bank must be borne by you.

(18) 2d Floor Plans and Elevations you ask us to provide for you are for illustrative purposes only and based on dimensions/information you provide to Cuillin Ridge Design. It is your responsibility to ensure that you check all Floor Plans and Elevations we provide to you for accuracy as we are not liable for any works carried out as a result of these 2d floor plans and elevations.

(19) We reserve the right to request prepayment of all work carried out from businesses outside the UK.

End of Service Terms & Conditions