

RADFORD HOUSE

INTERIORDESIGN

INTERIORDESIGN

INTERIORDESIGN

INTERIORDESIGN

CLIENT TERMS & CONDITIONS

Draft for England & Wales · Version 1.1 · 21 September 2026

1. About these terms

These terms apply when a consumer engages Radford House for interior-design services. They form part of the contract

together with the service description, agreed price, project brief and any written variations. Nothing in these terms limits rights that cannot lawfully be excluded under consumer law.

2. Services

Radford House provides remote interior-design advice. Current packages are Design Fix (£149), Room Refresh (£395) and

Complete Room (£695), unless a different price or scope is agreed in writing. Deliverables are those stated in the booking confirmation or proposal. One round of amendments is included only where the selected package expressly includes it.

Additional work, additional rooms or a material change of brief may be quoted separately.

3. Standard of service

Services will be provided with reasonable care and skill. Design recommendations are based on the information supplied by the client and the agreed brief, budget and scope.

4. Client information, measurements and site conditions

The client must provide accurate photographs, dimensions, floor plans and other relevant information. Unless Radford House Design

has expressly carried out and confirmed its own site measurement, the client remains responsible for the accuracy of supplied measurements and for checking final dimensions, access routes and suitability before ordering products or instructing trades.

5. Structural, technical and regulated work

Interior-design advice is not a substitute for structural engineering, architectural, building-control, planning, electrical, gas, fire-safety or other regulated professional advice. The client must use appropriately qualified professionals and obtain any permissions, approvals or certifications required for work to the property.

6. Products, suppliers and trades

Product links, prices, lead times and availability may change. The client contracts directly with retailers, suppliers and trades unless expressly agreed otherwise. The client should check specifications, dimensions, finishes, returns policies and delivery arrangements before purchase. Radford House is not responsible for a third party's acts, omissions, insolvency, delays or

product defects, although this does not affect any liability Radford House cannot lawfully exclude.

7. Fees and payment

The price and payment schedule will be confirmed before booking. Design Fix is normally payable in full in advance. Room Refresh and Complete Room may be taken in full or under an agreed staged-payment arrangement. Work may be paused if an amount is overdue. Any additional work will be agreed and priced before it is undertaken.

8. Timing

Any project dates are estimates unless expressly agreed as fixed. Radford House will notify the client of material delays.

Client delays in supplying information, approving decisions or giving feedback may move the delivery date.

9. Revisions and changes

Where one amendment round is included, feedback should be consolidated and supplied within the period requested. A fundamental change of style, room, scope or brief after design work has begun may be treated as additional work.

10. Cancellation rights

Where the contract is made at a distance, the client may have a statutory 14-day right to cancel. The separate Radford House Design

Cancellation Policy forms part of these terms and explains how this works, including what happens if the client expressly asks for work to begin during the cancellation period.

11. Intellectual property

Radford House retains copyright and other intellectual-property rights in its drawings, moodboards, layouts, schedules, presentations and other original design materials. Once all sums due are paid, the client receives a personal, non-exclusive licence to use the final deliverables for the property/project for which they were commissioned. They may not be resold, commercially reproduced or presented as another designer's work without written permission.

12. Portfolio and photographs

Radford House will not rely on these terms alone as permission to publish identifiable photographs of the client's home. Portfolio, website or social-media use will be requested separately and will be optional. Refusing permission will not affect the service.

13. Liability

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or the client's statutory consumer rights. Subject to those protections, Radford House is responsible for losses that are a foreseeable result of breaching the contract or failing to use

reasonable care and skill, but not losses that are not foreseeable or arise from information or decisions outside the agreed scope.

14. Insurance

Radford House currently maintains Professional Indemnity insurance with a £1,000,000 limit and Public and Product Liability

insurance with a £2,000,000 limit, subject to the terms, conditions and exclusions of the relevant policies. Insurance limits are

not a statement or admission of legal liability.

15. Complaints

Please raise any concern promptly by emailing hello@radfordhousedesign.co.uk so there is an opportunity to investigate and resolve it. This does not affect any statutory rights or remedies.

16. Governing law

These terms are governed by the law of England and Wales. If the client is a consumer resident elsewhere in the UK, any mandatory protections and rights to bring proceedings in the courts available to that consumer are unaffected.

Business details

Radford House Design is the trading name of Ben Radford, a sole trader. Email: hello@radfordhousedesign.co.uk.

Business/service

address: 105 High Street, Brentwood, Essex, CM14 4RR.