

SIANT CREATIVE - TERMS & CONDITIONS



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1. General	<p>1.1 These Terms and Conditions ("Terms") apply to all goods and services provided by Siant Creative ("we", "us", or "our") to the client ("you", "your").</p> <p>1.2 By accepting a quotation, placing an order, or otherwise engaging our services, you agree to be bound by these Terms in full.</p> <p>1.3 These Terms override any other terms you may supply unless agreed in writing by an authorised representative of Siant Creative.</p> <p>1.4 Any variation or amendment to these Terms must be confirmed in writing to be valid and enforceable.</p>
2. Payment Terms	<p>2.1 Our standard payment terms are 30 days from the end of the month in which the invoice is issued, unless otherwise agreed in writing.</p> <p>2.2 We reserve the right to charge statutory interest on overdue invoices at 8% above the Bank of England base rate, in line with the Late Payment of Commercial Debts (Interest) Act 1998.</p> <p>2.3 Any costs incurred in recovering late payments, including legal or debt recovery fees, may be added to your outstanding balance.</p> <p>2.4 If payment terms are not met, we reserve the right to suspend, withhold, or cancel services without prior notice.</p>
3. Quotations & Orders	<p>3.1 All quotations are valid for 30 days unless otherwise stated in writing.</p> <p>3.2 Quotations are based on the details provided at the time of enquiry. Any variations to materials, sizes, finishes, or site conditions may result in a revised quote.</p> <p>3.3 By accepting a quotation in writing or verbally, you are confirming your agreement to proceed and accept these Terms in full.</p> <p>3.4 Orders for bespoke items are considered final once production begins. Cancellation or changes after this point may incur costs.</p>
4. Warranties	<p>4.1 Our installation services are covered by a 12-month workmanship warranty, effective from the date of installation.</p>

	<p>4.2 Bespoke goods carry a 6-month warranty, which covers defects in production or materials under normal use.</p> <p>4.3 Outsourced goods are covered only by the original manufacturer's warranty, and we offer no additional guarantees.</p> <p>4.4 Outsourced items will be installed strictly in accordance with the manufacturer's installation guidelines to ensure warranty validity.</p> <p>4.5 Warranties are void if products are altered, misused, or installed contrary to recommended practices.</p>
<p>5. Site Access & Responsibility</p>	<p>5.1 The client is responsible for ensuring the site is ready and safe for installation works at the agreed time.</p> <p>5.2 Surfaces must be clean, dry, and suitably prepared in accordance with any installation or product guidelines.</p> <p>5.3 If our team arrives on site and is unable to commence or complete work due to site issues (e.g. obstruction, access issues, other trades), a call-out charge will apply.</p> <p>5.4 Delays or disruptions due to site conditions may result in rescheduling and additional costs to the client.</p> <p>5.5 It is your responsibility to ensure that all environmental and site conditions comply with any manufacturer's installation requirements, especially for outsourced goods.</p>
<p>6. Returns & Cancellations</p>	<p>6.1 Bespoke and made-to-order items are non-refundable and non-returnable, except in the case of manufacturing defects.</p> <p>6.2 Cancellations must be made in writing prior to the start of production. Once production or procurement has begun, cancellations may incur full or partial charges.</p> <p>6.3 Returns for non-bespoke items must be requested within 7 calendar days of delivery, and products must be returned in original condition.</p> <p>6.4 We reserve the right to reject returned items if they have been used, installed, or damaged after delivery.</p>
<p>7. Delays and Liability</p>	<p>7.1 Siant Creative will always aim to meet agreed deadlines, but we are not responsible for delays caused by factors outside our control.</p> <p>7.2 This includes, but is not limited to, supplier delays, courier issues, staff illness, force majeure, or access problems.</p> <p>7.3 We do not accept liability for consequential loss or damage, including lost revenue, profit, or reputational harm, caused by delays or service issues.</p> <p>7.4 Any concerns or claims about the quality of work must be submitted in writing within 7 calendar days of delivery or completion.</p>

<p>8. Ownership & Risk</p>	<p>8.1 Title to all goods supplied remains with Siant Creative until full payment has been received.</p> <p>8.2 Risk in the goods passes to the client upon delivery or installation, whichever comes first.</p> <p>8.3 It is the client's responsibility to ensure the goods are stored securely and handled with care once delivered.</p>
<p>9. Intellectual Property</p>	<p>9.1 All designs, artwork, samples, and visuals created by Siant Creative remain our intellectual property, unless otherwise agreed in writing.</p> <p>9.2 You may not reproduce, distribute, or modify any content we produce without prior written permission.</p> <p>9.3 We reserve the right to feature completed works in our marketing materials and portfolio unless specifically requested not to.</p>
<p>10. Variation</p>	<p>10.1 We may revise these Terms at any time. Updated versions will be posted on our website or shared directly with clients.</p> <p>10.2 The Terms in effect at the time of quotation acceptance shall apply to that project or order.</p> <p>10.3 Any waiver of these Terms must be agreed in writing and shall not constitute a permanent waiver unless stated.</p>
<p>11. Commencement & Applicability</p>	<p>11.1 These Terms and Conditions are effective from 7th April 2025 and shall remain in force until updated or replaced.</p> <p>11.2 While formally issued on the above date, these Terms reflect the long-standing operating procedures and policies of Siant Creative. Accordingly, they may be deemed applicable to prior engagements where consistent practices were in place, provided they do not conflict with any specific written agreement made at the time.</p> <p>11.3 Clients who continue to engage with Siant Creative following the issue date of these Terms are deemed to have accepted them in full.</p>