

## Terms and Conditions

### 1. Introduction

1.1. Welcome to ABBQ Ltd. By placing an order with us, you agree to be bound by the following terms and conditions. These Terms and Conditions ("Terms") apply to all services and products provided by ABBQ Ltd. By placing an order for our products or services, you ("Client") agree to be bound by these Terms. Please read them carefully.

### 2. Company Details

- **Trading Name:** ABBQ Ltd
- **Postal Address:** 105 Church Lane, NW9 8JX
- **Contact Number:** +447926 094 303
- **Email Address:** [abbq@abbqinfo.co.uk](mailto:abbq@abbqinfo.co.uk)
- **Website:** <https://www.abbqinfo.co.uk/>

### 3. Product Specifications

3.1. All units are custom-built based on the specifications provided by the customer at the time of order.

3.2. ABBQ Ltd reserves the right to make minor changes to the design and materials of the products, if necessary, to improve the product's quality or performance, or to comply with legal and safety requirements.

### 4. Orders

4.1. Custom-made products and services require a detailed specification, which must be agreed upon by both parties before work commences.

4.2. Once an order is placed, you will receive a confirmation email detailing the product specifications, the total cost, and the estimated delivery time.

4.3. The Client is responsible for ensuring the accuracy of the order and specifications. Any changes to the specifications must be agreed upon in writing and may incur additional costs.

### 5. Payment Terms

5.1. Prices for custom-made products and services will be provided as a quote and are valid for 14 days from the date of issuance.

5.2. For custom work, a non-refundable deposit of 10% is required at the time of order confirmation.

5.3. The remaining balance is due upon completion of the work, or prior to delivery in the case of products.

5.4. Payments for pre-made products must be made in full at the time of purchase unless otherwise agreed in writing.

5.5. Payments can be made via bank transfer or cash.

5.6. In the event of non-payment of the balance, ABBQ Ltd reserves the right to retain the deposit and cancel the order.

## **6. Cancellation and Amendments**

6.1. Orders can be cancelled within 7 days of the order confirmation for a full refund of the deposit only if work has not yet commenced.

6.2. After 7 days, any cancellations will result in the loss of the deposit.

6.3 No refunds will be given for custom-made products once work has commenced.

6.4. If you wish to amend your order, please contact us immediately. Any amendments may be subject to additional charges and could affect the delivery time.

6.5. ABBQ Ltd reserves the right to cancel any order due to unforeseen circumstances, in which case a full refund will be provided.

## **7. Delivery, Installation and Collection**

7.1. Delivery and installation dates are estimates and are subject to change due to factors beyond our control, including weather conditions or supply chain delays. We will keep you informed of any changes to the delivery schedule.

7.2. The Client is responsible for ensuring that the delivery location is accessible and suitable for the delivery of the units.

7.3. We reserve the right to refuse installation if the delivery location is deemed unsafe or unsuitable.

7.4. If you choose to collect the units, ABBQ Ltd will not be responsible for any damage that occurs during transportation.

7.5. The delivery time for in-stock products is estimated to be 2 to 4 weeks. In some cases, delivery may occur sooner.

7.6. For pre-ordered products, the estimated delivery time is 4 to 6 weeks. In certain instances, delivery may occur earlier.

## **8. Client Responsibilities**

8.1 The Client is responsible for obtaining any necessary permits or approvals required for the installation of custom-made products.

8.2 The Client must provide access to utilities (e.g., water, electricity) as needed for installation.

8.3 The Client is responsible for the safety of the site during installation and must ensure that the site is clear of any hazards.

## **9. Warranties and Guarantees**

9.1. ABBQ Ltd offers 2-year warranty on all custom-built units against defects in materials.

9.2. The warranty does not cover damage caused by misuse, improper maintenance, unauthorized repairs, or normal wear and tear.

9.3. If a defect is found within the warranty period, ABBQ Ltd will, at its discretion, repair or replace the defective part or unit.

9.4. To make a warranty claim, please contact us with your order details and a description of the issue.

## **9. Liability**

9.1. ABBQ Ltd is not liable for any indirect, incidental, or consequential damages arising from the use of our products.

9.2. Our liability is limited to the value of the product purchased.

9.3. We are not responsible for any damage to property unless caused by our negligence.

## **10. Returns and Refunds**

10.1. Due to the custom-built nature of our products, returns and refunds are not accepted unless the product is found to be defective under the terms of our warranty.

10.2. If a refund is granted, it will be processed within 30 days of the agreement to refund.

## **11. Force Majeure**

11.1. We shall not be liable for any delay or failure to perform our obligations due to events beyond our reasonable control, including but not limited to natural disasters, war, labor disputes, or supply chain disruptions.

## **12. Governing Law**

11.1. These terms and conditions are governed by and construed in accordance with the laws of England and Wales.

11.2. Any disputes arising from these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## **13. Changes to Terms and Conditions**

13.1. We reserve the right to modify these Terms at any time. Any changes will be effective immediately upon posting on our website or other communication to the Client.

13.2. It is the Client's responsibility to review these Terms regularly to stay informed of any changes.

#### **14. Contact Us**

If you have any questions or concerns regarding these terms and conditions, please contact us at:

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NW9 8JX.
- **Phone Number:** +447926 094 303
- **Email:** [abbq@abbqinfo.co.uk](mailto:abbq@abbqinfo.co.uk)