

1. Turnaround Times

- Each project is unique, and turnaround times depend on the size, condition, and complexity of the work.
- An estimated completion date will be agreed before work begins.
- If unforeseen repairs, supply delays, or client changes affect timing, this will be communicated straight away.

2. Payments

- **Bespoke furniture & standard projects:**
 - A **non-refundable deposit** (25–50%) is required to confirm your booking.
 - The **balance is due on delivery or collection**, before the item is handed over.
- **Larger fitted projects (kitchens, murals, fitted furniture):**
 - A deposit (25–30%) secures the booking.
 - Agreed **stage payments** will be made during the project (e.g. after prep, mid-project).
 - The final balance is due on completion at the client's premises.
- Payments may be made by bank transfer, cash, or card (where available).
- Clear invoices and receipts are provided for all payments.

3. Refunds & Cancellations

- Deposits are non-refundable, as they cover materials and time allocated to your project.
- If you need to cancel a commission before work has started, only the deposit will be retained.
- If significant work or costs have already been incurred, you may be charged for these.
- Workshop bookings may be transferred to another date if at least 7 days' notice is given.

4. Working on Client Premises (Kitchens, Fitted Furniture, Murals)

- Clients are responsible for ensuring the workspace is clear, accessible, and safe for work to begin.
- Dust sheets and protective coverings will be used, but Gaia's cannot accept responsibility for items not moved or protected by the client.
- Additional charges may apply if unforeseen preparation or repairs are required.
- Travel and accommodation costs (if needed for longer projects) will be agreed in advance.

5. Furniture Condition & Repairs

- Many pieces are reclaimed or pre-owned, so natural wear, imperfections, and signs of age are part of their character.
- Gaia's specialises in a distressed, "much-loved" finish. This is an intentional design choice and should not be mistaken for damage.
- Every effort is made to ensure reclaimed pieces are safe and functional, but they are **not new items**.
- If a client's own furniture requires repairs (e.g. structural fixes, hardware replacement, filling cracks), this will be discussed and agreed before work is carried out.
- Gaia's cannot be held responsible for undisclosed faults or weaknesses in client-supplied furniture.

6. Delivery & Collection

- **Collection:** Free from the workshop by appointment.
- **Local delivery:** Available within ~1 hour's drive, charged at cost of fuel + labour for two people.
- **Courier service:** For longer distances, a specialist furniture courier can be arranged. Costs must be paid in advance.
- **Client-owned furniture:** We can collect for a fee, or clients may arrange their own delivery to the workshop.
- Items will be carefully handled, but once with a third-party courier, responsibility for safe transit lies with the courier.

7. Damage in Transit

- If Gaia's delivers locally, items are insured while in our care.
- If a third-party courier delivers, clients are responsible for checking insurance cover with the courier.
- Any damage must be reported within 24 hours of delivery with photos. Claims after this period may not be accepted.

8. Health & Safety / Access

- Workshops are working environments. Visitors and workshop attendees must follow safety guidance at all times.
- Access to the workshop is strictly by appointment or for booked workshops.