

Auster Bespoke



Quality custom furniture and joinery products,
built by us, created especially for you.

About Us

We specialise in cabinetry and joinery products where an off the shelf item just won't do the job. We provide first class customer service to design, build and install pieces to meet your specific requirements, using responsibly sourced materials.

- Bedrooms
- Alcove Storage
- Home Office
- Kitchen and Utility
- Shelving
- Freestanding Units



How It Works

We will guide you through the entire process of creating your perfect piece of furniture from an initial design visit right through to the final installation.

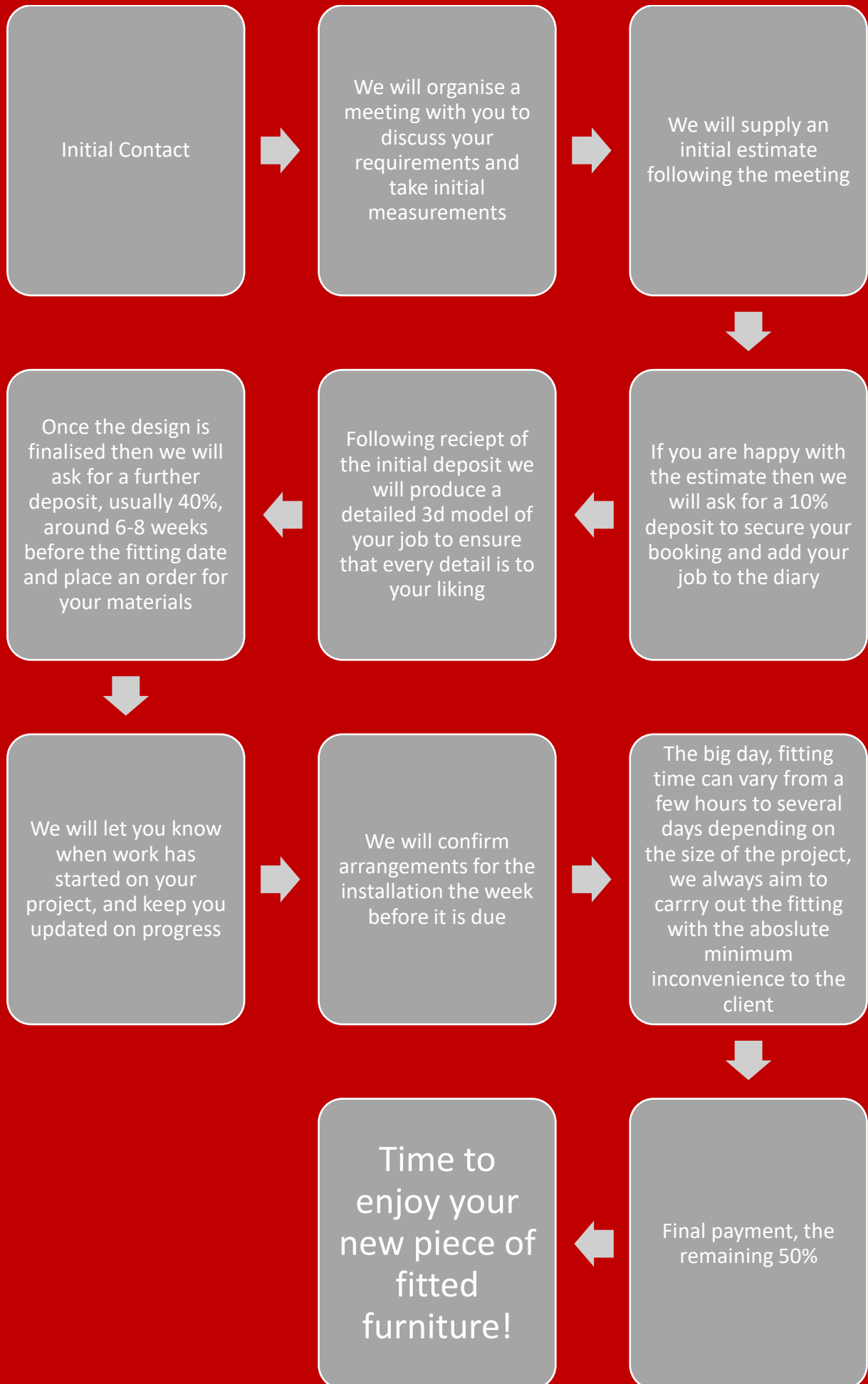
Using professional CAD software we will work with the client to fine tune the design to meet their exact specification, with highly realistic 3D renders reflecting details such as matched paint colours or board decors.

The job will then go into production, our workshop is small, but well equipped with quality industrial machinery.

Once the build stage is complete we move on to finishing, we use professional finishes designed specifically for use on furniture, whether that is hardwax oils or environmentally friendly paints and lacquers, all sprayed in house.

Finally the project is ready for installation, our aim is to carry out as much of the work as possible in the workshop, minimising time spent on site, therefore reducing any inconvenience for the client, and allowing them to get on with enjoying their great new look interior as soon as possible!





Terms and Conditions

1. Introduction

Welcome to Auster Bespoke. These Terms and Conditions govern the provision of our bespoke joinery services. By engaging our services, you agree to comply with these terms.

Auster Bespoke reserves the right to change these terms and conditions at any time without prior notice.

2. Quotations and Pricing

2.1 All quotations are valid for 30 days from the date of issue unless otherwise stated.

2.2 Any changes requested after the quotation has been accepted may incur additional charges.

2.3 Prices include labour and materials but exclude additional costs such as permits, unless specified.

3. Payment Terms

3.1 A deposit of 10% is required upon acceptance of the quotation to secure the order.

3.2 Interim payment of a secondary deposit, is required prior to work starting on your project. This is typically a further 40% but that may vary depending on the nature of your project.

3.4 The final balance must be paid within 5 days of completion.

3.5 Late payments may be subject to interest charges at % per month.

4. Cancellations and Refunds

4.1 Cancellations must be made in writing. Any work already completed will be charged accordingly.

4.2 Deposits may be non-refundable if bespoke materials have been purchased.

4.3 If we need to cancel a project due to unforeseen circumstances, we will provide a full refund of any unspent funds.

5. Customer Responsibilities

5.1 The customer must ensure that the work area is accessible and free from obstructions before installation begins.

5.2 Any necessary permissions, including planning or building regulations, must be obtained by the customer prior to commencement.

5.3 The customer must notify us of any structural issues that could impact the installation.

6. Installation and Site Readiness

6.1 The installation area must be clean, clear, and ready for work on the agreed date.

6.2 Power supply and water must be available for use during installation.

6.3 If the site is not ready upon arrival, we may reschedule the installation, and additional charges may apply.

7. Workmanship and Warranty

7.1 We guarantee our workmanship for 2 years from the date of installation.

7.2 Natural variations in wood and minor imperfections in handmade products are not considered defects.

7.3 Any defects caused by misuse, neglect, or improper maintenance are not covered under warranty.

8. Liability

8.1 We are not liable for any incidental damage caused during installation unless due to our negligence.

8.2 We will not be responsible for delays caused by factors beyond our control, such as supply chain issues or weather conditions.

9. Dispute Resolution

9.1 Any disputes should be raised in writing within 14 days of completion.

9.2 We will attempt to resolve any issues amicably; if unresolved, mediation may be sought before legal action.

10. Amendments

10.1 We reserve the right to amend these terms and conditions at any time. Customers will be notified of any significant changes.

11. Contact Information

For any inquiries regarding these terms, please contact us at info@austerbespokecreations.co.uk

By accepting a quotation and proceeding with our services, you acknowledge and agree to these Terms and Conditions.

Thank you for choosing Auster Bespoke, we look forward to working with you.

