

Sales Terms & Conditions.

Version 2026.02.15 · Issued October 2026

01

Introduction

These Sales Terms & Conditions ("Agreement") apply to all quotations, orders, design services, manufacture, delivery and installation services supplied by Arden & Oak.

By accepting a quotation, paying a deposit or signing an order confirmation, the Customer agrees to these Terms.

These Terms form part of the contract between Arden & Oak and the Customer.

02

Definitions

Arden & Oak	The supplier of the products and services.
Customer	The individual or organisation purchasing the goods or services.
Building	The garden room, outdoor structure or associated products supplied.
Quotation	The written quotation issued by Arden & Oak.
Practical Completion	The point at which the building is substantially complete and capable of its intended use.

03

Quotations

All quotations are valid for 30 days unless otherwise stated.

Quotations are based upon:

- Information supplied by the customer
- Site survey (where undertaken)
- Current material prices
- Current labour costs

Following expiry, Arden & Oak reserves the right to revise pricing.

Site Survey

Where a survey is undertaken, Arden & Oak will assess:

- Site dimensions
- Ground conditions (visual assessment only)
- Access
- Existing services (where visible or disclosed)
- Installation requirements

The survey does not constitute a structural or geotechnical investigation. Hidden ground conditions may result in additional costs.

Design Approval

Prior to manufacture, customers will receive drawings and/or specifications for approval.

The Customer is responsible for checking:

- Dimensions
- Door positions
- Window positions
- Colours
- Internal layout
- Optional extras

Manufacture will not commence until written approval has been received. Changes requested after approval may incur additional costs and affect lead times.

Planning Permission

Unless specifically included within the quotation, the Customer remains responsible for obtaining:

- Planning Permission
- Lawful Development Certificates
- Building Regulation approvals
- Listed Building Consent
- Any other statutory approvals

Arden & Oak provides guidance only and cannot guarantee planning outcomes.

Site Access

The Customer must ensure safe and reasonable access to the installation area. This includes:

- Side access
- Parking
- Material delivery routes
- Working space

Where access differs from that described during quotation, additional charges may apply.

Ground Conditions

Quoted prices assume normal ground conditions suitable for installation using the specified foundation system.

Additional charges may arise if unexpected conditions are encountered, including:

- Rock
- Concrete obstructions
- Buried foundations
- Tree roots
- Underground services
- Excessive slopes
- Contaminated ground

Any additional work will be discussed and approved before proceeding.

Foundations

Unless otherwise stated, Arden & Oak uses ground screw foundations.

Alternative foundation solutions may be recommended where ground conditions require.

Payment Terms

Unless otherwise agreed in writing:

DEPOSIT	Payable upon order confirmation.
STAGE PAYMENTS	As detailed in your quotation.
FINAL BALANCE	Payable on Practical Completion.

All payments must be made by the due date shown on the invoice.

11

Late Payment

Late payments may result in:

- Delays to manufacture
- Delays to installation
- Suspension of work
- Interest and recovery costs where permitted by law

Ownership of goods remains with Arden & Oak until payment has been received in full.

12

Variations

Any changes requested after acceptance of the quotation may constitute a Variation. Variations may affect:

- Price
- Lead time
- Installation date
- Specification

All Variations will be confirmed in writing before work proceeds.

13

Delivery & Installation

Installation dates are estimates. While every effort is made to meet agreed dates, delays may occur due to:

- Weather
- Supplier delays
- Material shortages
- Illness
- Force Majeure
- Customer delays

Arden & Oak shall not be liable for reasonable delays beyond its control.

14

Customer Responsibilities

The Customer agrees to:

- Provide clear site access
- Ensure the installation area is cleared
- Provide accurate information
- Notify Arden & Oak of underground services where known
- Make payments on time
- Obtain any required permissions unless otherwise agreed

Failure to do so may delay the project and incur additional costs.

Practical Completion

Practical Completion occurs when the building is substantially complete and fit for its intended use.

Minor cosmetic defects or snagging items shall not prevent Practical Completion.

Snagging

Any defects identified following Practical Completion should be reported promptly.

Where covered under this Agreement or the Warranty, Arden & Oak will arrange appropriate remedial works within a reasonable timescale.

Warranty

The Customer will receive the Arden & Oak Warranty & Guarantee document upon completion.

The Warranty forms a separate document and should be read alongside these Terms.

Customer Alterations

The Warranty may be affected where alterations are carried out by third parties, including:

- Structural changes
- Electrical alterations
- Plumbing works
- Roof modifications
- External cladding changes

Customers should contact Arden & Oak before carrying out alterations.

Cancellation

Cancellation rights will depend on the stage of the project and applicable consumer legislation.

Where work has commenced or bespoke products have entered manufacture, Arden & Oak reserves the right to recover reasonable costs already incurred.

Any cancellation charges will be explained in writing.

Force Majeure

Arden & Oak shall not be liable for delays or failure to perform arising from circumstances beyond its reasonable control, including:

- Severe weather
 - Fire
 - Flood
 - Pandemic
 - Industrial action
 - Supply chain disruption
 - Government restrictions
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Limitation of Liability

Nothing within these Terms excludes liability where exclusion would be unlawful.

Subject to applicable law, Arden & Oak's liability shall be limited to the value of the relevant contract.

Complaints

Should any issue arise, Arden & Oak encourages customers to contact us as soon as possible.

Our Complaints Procedure is available on request and on our website.

Governing Law

This Agreement shall be governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact Details

Arden & Oak

WEBSITE	www.ardenandoak.co.uk
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EMAIL	sales@ardenandoak.co.uk
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TELEPHONE	0333 339 1660
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Customer Acceptance.

I / We confirm that:

- I have read and understood these Sales Terms & Conditions.
- I understand that these Terms form part of my contract with Arden & Oak.
- I agree to proceed on this basis.

CUSTOMER NAME

PROJECT ADDRESS

SIGNATURE

DATE

Alternatively, this document may be accepted digitally at ardenandoak.co.uk/sales-terms · version 2026.02.15.