



Interior Design Terms & Conditions

1. Formation of Contract

1.1 These Terms and Conditions together with the estimate of works (“Proposal”) provided by Hedgehog Studios which describe the services set out the entire agreement between Hedgehog Studios and you (the “Client”) and will apply once an appointment has been made to provide Hedgehog Studios services (the “Services”).

1.2 Before procuring the Services you should read these terms and conditions carefully. If you do not agree with them, do not use the Services. By paying your instalment you are agreeing to these terms and conditions.

2. Hedgehog Studios Scope of Work

2.1 Hedgehog Studios has been retained to provide interior design consultancy only. Hedgehog Studios is not a general contractor and will not act in such capacity. Any issues concerning construction elements must be discussed between owner and the contractor/architect.

2.2 Hedgehog Studios will endeavour to advise the client of the predicted timescale of works as soon as is possible after the quotes have been produced. All such dates shall be approximating only, and Hedgehog Studios cannot be held responsible for any delay in projects or project completion dates - for any reason.

2.3 Hedgehog Studios is not responsible for organising any Third Party companies, firms or individuals (“Third Party Suppliers”) to undertake certain work for the Client, such as decorating, building work, carpet fitting, curtain and blind manufacture and fitting and such other work during full packages, the contract of work is between the client and the contractor and not with Hedgehog Studios so we cannot be held responsible for any damages or inconvenience caused by ‘third party suppliers’.

2.4 All proposals with pricing information are subject to change. We cannot guarantee that the furniture and prices we consult you on will alter or change.

2.5 Due to the nature of the Interior Design business we cannot guarantee that Clients will always like our recommendations. Interior Design can be subjective. Unfortunately, we cannot provide any refunds in this case. However, please feel free to contact Hedgehog Studios and we will be happy to discuss the design concept further with you and perhaps make further recommendations via phone/email in special cases.

2.6 If you agree to the terms stated in this document you are agreeing that the design of this project lies solely with Hedgehog Studios. Therefore, all credit must be made accordingly.

3. Client Obligation

3.1 The Client shall ensure that the property is accessible to employees of Hedgehog Studios and any third-party suppliers providing services throughout the duration of the works.

3.2 The client shall make Hedgehog Studios aware of any delays they may have with providing any relevant information partaking to the project and if delays are caused which stop Hedgehog Studios for fulfilling the contract, Hedgehog Studios is obliged to terminate the contract after 48 days or place a break on the contract until a later date if appropriate.

3.3 Parking must be arranged or made available for Hedgehog Studios team or outside contractors when working on project days. Any fees for this are payable by you if required.

3.4 If travel exceeds 2.5 hours from Bicester to the location of the project, we will organise accommodation the night before the photoshoot. All fees for this must be made by the client.

3.5 If travel exceeds 5 hours from Bicester to the location of the project, we will organise accommodation the night before and the night after the photoshoot. All fees for this must be payable by the client.



4. Purchasing

4.1 Hedgehog Studios will not be purchasing products on the Client's behalf. Before purchasing products please read the Supplier's T&C's.

4.2 Hedgehog Studios is not liable for any loss or damage made by a third party.

4.3 Hedgehog Studios is not liable for creating a relationship between the Client and the Supplier. This is the client's responsibility.

4.4 In cases where furniture or accessories have been rented, it remains the Client's responsibility to insure the furniture and accessories against all risks, damage or loss.

5. 3D Package Purchases

5.1 Hedgehog Studios is not responsible for any work undertaken, property alterations or purchases made in relation to a mood board or digital image produced for you. They are for inspirational purposes only.

5.2 Whilst we do aim to be as accurate as possible in our mood boards and digital images, we cannot guarantee property measurements or products details are 100% accurate.

6. Third Party Suppliers

6.1 The Client will only contact Third Party Suppliers for quotes and information. Purchases will not be made on behalf of the client.

6.2 Hedgehog Studios is not responsible for forming any contractual relationship on behalf of the client.

7. Payment and Billing Terms

Upon supplying quotations, for any work totalling in excess of £99 it is clarified that we request a 30% deposit for work to commence. The figure requested will be supplied.

By agreeing to these terms, you are agreeing to the following payment schedule:

30% Deposit: To be paid upfront – work will only commence once this is paid in full.

70% Remainder to be paid upon completion: The remaining payment will be invoiced alongside the delivery of the completed project. Payment must be made no more than 30 days after the receipt of the completed project and accompanying invoice.

If a payment is late, statutory interest of 8% plus the Bank of England base rate will be charged, starting from the 31st day after the invoice date. Should Hedgehog Studios have to instruct a debt recovery agency, or instigate legal proceedings, the Client will be liable for any costs incurred.

8. Cancellation and Termination Policy

8.1 Should something happen for the Client to cancel a project; we will hand over any work completed up to the point of cancellation and send an invoice for the work completed up to the point of cancellation.

8.2 Should something happen for Hedgehog Studios to cancel a project; we will hand over any work completed up to the point of cancellation and refund you the deposit.

9. Liability

9.1 Hedgehog Studios shall have no Liability to the Client for any loss, damage, costs, expenses or other claims for compensation arising from any information or instruction supplied by the client which is or are incomplete, incorrect or inaccurate.

9.2 Hedgehog Studios shall not be liable to the Client for any unforeseeable loss or damage arising from the provision (or non-provision) of the Services, including loss of profit or consequential loss or damage.



9.3 Neither Hedgehog Studios, nor the client shall be liable for any failure to perform its duties under this Contract due to circumstances beyond its control, including without limitation flood, fire or otherwise adverse weather conditions.

9.4 To enable Hedgehog Studios to deal with any complaints that may arise relating to the Services, the Client must provide full details of any complaints within 7 days of the supply of the relevant services.

9.5 Nothing in these Terms and Conditions affects any liability for death or personal injury caused by Hedgehog Studios' negligence or for fraudulent misrepresentation, or the Client's statutory rights as a consumer.

10. Privacy Policy

As of the 2nd September 2019 our Privacy Policy has updated to be in compliance with GDPR. We are committed to your privacy and will always be transparent with how we store and use your data.

10.1 We collect your data when you contact us, enter a competition online, make an enquiry or take part in a design service we have a secure system that stores the details you give us.

10.2 We collect your data for giving quotations and advice, providing the best overall customer experience – this can also include sending out newsletters and promotions. When receiving newsletters, you have the option to opt in or out of our mailing list. When using a service we store your data in a secure system for 1 year in case you would like to return for further service. This can be extended or reduced upon request.

10.3 We never sell or share your data to third parties. We will always ask first if we are needed to share any information. Your questionnaire details are not shared with anyone and only seen by your designer.

10.4 Our updated Privacy Policy will automatically come into effect for our existing customers – you will need to contact us should you wish to opt out of your data being stored on our system. Please be aware this will result in no further communications and we will be unable to send out offers and updates. Future customers will have to check a box on our contact us sheet to say they agree with our Privacy Policy and the GDPR.

11. Copyright

11.1 The copyright, design right and all other intellectual property rights in any materials and other documents or items prepared or produced for the Client by or on behalf of Hedgehog Studios in connection with the Services shall belong to Hedgehog Studios absolutely and any such materials, documents or items or use them for any commercial purpose.

11.2 Hedgehog Studios shall be permitted to use photographs of the Client's property which demonstrates the Services provided by Hedgehog Studios for its items shall be or remain the sole property of Hedgehog Studios.

11.3 The client shall be entitled to use any such materials, documents or other items in connection with the Services but shall not be entitled to copy any such own marketing purposes.

12. General

12.1 Hedgehog Studios may assign or sub-contract the Contract if this is necessary for Operational reasons or in connection with a business transfer or re-organisation. Otherwise, the contract is not transferable by either party.

12.2 Nothing in this Contract gives any right to any third party to enforce any provision under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

These Terms and Conditions and the Contract will be subject to English law, and the English courts will have jurisdiction in respect of any dispute arising from the Contract.