

CRAFTLINE INTERIORS

Terms & Conditions

Governing terms for design, production and execution of interior fit-out projects undertaken by Craftline Interiors.

1. General Terms

- **Validity:** Quotations are valid for 30 days from the date of issue.
- **Scope of Work:** Quotations cover only the items, materials, finishes and specifications mentioned in the proposal. Any additional work or changes requested by the client will be estimated and approved separately before execution.
- **Measurements:** Final site measurements are taken before production. Any variation in dimensions or site conditions may result in corresponding changes to quantity and project cost.
- **Material Variation:** Minor variations in colour, grain, texture, pattern or finish are natural and shall not be considered defects.
- **Work Commencement:** Design, production and execution will commence only after receiving the client's approval and the agreed payment.
- **Project Timeline:** The execution timeline shall commence after design approval, payment receipt and site readiness. Delays caused by civil, electrical or plumbing work, or client approvals, may extend the completion schedule.
- **Rate Includes:** The quoted amount includes the supply of materials, manufacturing, transportation and installation of the items mentioned in the proposal, unless otherwise specified.
- **Site Requirements:** The client shall provide uninterrupted access to the site along with electricity, water and a safe working environment.
- **Approvals:** The client shall obtain all necessary approvals or permissions from apartment associations, builders or relevant authorities before commencement of work. Any resulting delay may affect the project timeline.
- **Apartment Association Requirements:** Any refundable security deposit, work permit fee or access charges imposed by the apartment association or building management shall be borne by the client. Craftline Interiors will exercise utmost care during execution and rectify any damage caused by our team.
- **Design Changes:** Any modification requested after production has commenced may involve additional cost and may affect the delivery schedule.
- **Material Handling:** If the project requires porter services, crane services or special lifting arrangements, the associated charges shall be borne by the client.
- **Trade Union Charges:** Any trade union charges, labour union fees or site-related statutory union payments, if applicable, shall be borne and paid by the client.

2. Warranty

- **Cabinet Construction:** Craftline Interiors uses 710 BWP Plywood, HDF and WPC (as specified in the estimate) for cabinet construction. Exposed surfaces are finished with 1.0 mm laminates, while concealed surfaces are finished with 0.7 mm laminates.
- **Warranty Coverage:** The cabinet structure carries a 5-year replacement warranty against manufacturing defects under normal residential usage, along with an additional 5-year service warranty for adjustments and service support.
- **Hardware Warranty:** Hinges, channels, lift-up systems, handles and other hardware are sourced from reputed brands and are covered under the respective manufacturer's warranty terms and conditions.

- **Warranty Exclusions:** The warranty does not cover damage caused by water leakage, seepage, flooding, fire, termites, misuse, accidental damage, unauthorized modifications or improper maintenance.

3. Material & Hardware Specifications

Craftline Interiors is committed to using the brands and specifications agreed upon in the proposal. All branded materials and hardware are sourced through authorized dealers, distributors or approved supply channels to ensure authenticity and quality. In the event of non-availability, an equivalent product of comparable quality will be proposed only after obtaining the client's approval.

Component	Specification	Preferred Brand(s)
Plywood	100% 710 Grade BWP Marine Plywood	Oxy, Plymarc, Saburi, K-Board
HDHMR	High-density water-resistant fibre board for glossy shutters	Action TESA, K-Board
WPC	Virgin WPC boards for wet-area cabinets	Oxy, Thomson, Denwud
Hinges	Soft-close / Normal-close	Hettich / Ebco
Drawer Channels	Soft-close premium channels	Hettich / Ebco
Kitchen Lift-ups	Soft-close premium lift-up systems	Hettich / Ebco
Kitchen Accessories	SS 304 / Anthracite Finish	Hettich / Ebco
Laminates (1.0 mm)	Exterior surface laminates	Greenlam, Merino Advance, K Lam
Laminates (0.7 mm)	Interior / Liner laminates	K Lam
Edge Band	Matching PVC edge band	Rehau, E3
Glass / Mirror	Lacquered, Tinted or Clear Glass	Saint-Gobain

4. Material Characteristics

- **Edge Band Finish:** Slight shade variations between laminates and edge bands may occur due to differences in base materials and manufacturing process. Suitable matching edge bands will be selected for the best possible finish.
- **Colour Matching:** Every effort will be made to match approved colours and finishes; however, minor variations between production batches may occur and are acceptable.
- **Natural Ageing:** Certain materials may undergo slight changes in colour or appearance over time due to light, temperature and normal usage. This is a natural characteristic of the material.
- **Glass & Mirror:** Minor distortions, shade differences or reflections are inherent characteristics of glass and mirror products and are within acceptable industry standards.
- **Natural Variations:** Wood grains, laminate shades, textures and patterns may vary slightly from samples due to natural characteristics and manufacturing processes. Such variations are normal and not considered defects.

5. Change Orders

- **Change Orders:** Any additional work, design modification or service requested after the quotation has been approved shall be treated as a Change Order. The revised scope, cost and timeline will be shared with the client for approval before the additional work commences.
- **Payment for Change Orders:** Approved Change Orders shall be payable before commencement of the additional work.
- **Dimensional Changes:** The quotation is based on dimensions provided at the time of estimation. Any changes during site measurement or execution may result in corresponding revisions to quantities and project cost.

6. Work Cycle

- **Consultation & Quotation:** Understanding the client's requirements and preparing a detailed quotation.
- **Booking Confirmation:** Project confirmation upon receipt of the agreed booking advance.
- **Design Development:** Preparation of 2D drawings and 3D visualizations based on approved requirements.
- **Design Finalization:** Confirmation of layouts, materials, finishes and colours with client approval.
- **Manufacturing:** Factory fabrication of furniture and interior components as per approved design and specifications.
- **Transportation:** Delivery of materials from our factory to the project site.
- **Installation:** Installation of all items included in the quotation by our skilled execution team.
- **Quality Inspection:** Quality checks during manufacturing and before project handover.
- **Project Handover:** Final inspection, client walkthrough and successful handover of the completed project.
- **Project Timeline:** The estimated completion period is 40 working days from the date of final design approval, subject to site readiness.

7. Rate Inclusions & Exclusions

Rate Includes

- Supply of all materials, finishes and accessories specifically mentioned in the quotation.
- Delivery & installation — materials transported to site and installed by our experienced team.
- Site cleaning — basic cleaning of the work area after installation.
- Project handover — final inspection and handover of completed work as per approved scope.

Rate Excludes

- Government approvals, apartment association deposits, work permit fees or statutory charges.
- Painting, wall finishing, polishing or touch-up work unless specifically mentioned.
- False ceiling works unless specifically included.
- Civil, electrical or plumbing modifications unless specifically included.
- Kitchen appliances, loose furniture, furnishings, curtains and decorative accessories unless specifically mentioned.
- Any item, material or service not specifically mentioned in the quotation.

8. Client Responsibilities

- Provide continuous electricity and adequate water supply at the project site during execution.
- Provide a safe, dry and secure space for storing materials and tools.
- Ensure uninterrupted site access during the execution period.
- Obtain all necessary permissions and approvals from the builder, apartment association, municipality, corporation, electricity board or other relevant authorities.
- Ensure the work area is ready for installation, free from obstructions, with all prerequisite civil, electrical and plumbing work completed unless included in the agreed scope.
- Provide timely approvals for drawings, materials, finishes and other decisions to avoid delays.
- Bear any refundable security deposit, work permit fee or access charges imposed by the apartment association or building management.

Timely fulfilment of the above responsibilities helps ensure smooth project execution and completion within the estimated timeline. Any delay in providing the above requirements may affect the project schedule.

9. After Sales Service

- **Complimentary Service Visits:** Two scheduled complimentary service visits are provided each year throughout the warranty period, commencing from the date of project handover, covering routine adjustments and workmanship issues under normal usage.
- **Service Scope:** Includes minor adjustments such as alignment of shutters, drawers, hinges, channels and other hardware, wherever required.
- **Chargeable Services:** Services required due to accidental damage, misuse, water leakage, seepage, termite infestation, unauthorized modifications or improper handling shall be chargeable.
- **Hardware Support:** Warranty claims for branded hardware are processed in accordance with the respective manufacturer's warranty policy.
- **Response Time:** Service requests will generally be scheduled within 3 to 7 working days, depending on project location and service team availability.
- **Replacement Materials:** Subject to market availability or the availability of equivalent products.
- **Lifetime Service Support:** Craftline Interiors offers lifetime service support on a chargeable basis, subject to availability of materials and accessories.
- **Client Care:** Regular cleaning, proper maintenance and avoiding excessive moisture or misuse will help ensure the longevity and performance of installed products.

10. Additional Services Offered

Beyond core interior fit-out, Craftline Interiors also offers the following on request:

- Kitchen accessories & appliances
- Dining table & chairs
- Home automation & smart devices
- Decorative & fancy lights
- Sofas & other soft furnishing
- Blinds & curtains
- Carpets & rugs
- Texture wall & wallpapers
- False ceiling works
- Kitchen countertops (Granite, Corian, Quartz, Nano White, etc.)
- Wall cladding using tiles or other materials
- Toilet glass partitions

11. Acceptance

- **Inspection & Handover:** Upon completion, the client is requested to inspect the work and notify Craftline Interiors of any observations within the agreed handover period. Applicable rectifications within the agreed scope will be attended to promptly.
- **Warranty:** Warranty coverage is governed by the Warranty section above.
- **Acceptance:** A quotation is deemed accepted upon the client's approval and payment as per the agreed payment schedule.
- **Quality Commitment:** Craftline Interiors is committed to delivering quality workmanship using the agreed materials and specifications.

These Terms & Conditions apply to all quotations, estimates and project agreements issued by Craftline Interiors, Kochi.