



Last updated: March 2026

These Terms & Conditions apply to all goods and services supplied by HBC Designs & Installations Limited trading as Saffron Outdoor Living (“the Company”). By placing an order, you (“the Customer”) agree to the following:

1. Bespoke Products & Deposits

Unless stated otherwise, all products supplied are bespoke, made to measure or manufactured to order. Once your order is confirmed and production has begun, cancellation rights under the Consumer Contracts Regulations 2013 no longer apply and all deposits become non-refundable. Manufacture is deemed to begin on order confirmation, not delivery. Survey, design and administration time is chargeable even where manufacture has not yet started. Statutory cooling-off rights only apply to non-bespoke items.

2. Pricing

All quotations include VAT unless stated otherwise and remain valid for 30 days unless stated otherwise. Prices may be adjusted after this period, to reflect increased material or supplier costs.

3. Payments

A deposit (typically 50%, depending on project size) is required to place an order. The remaining balance is due on installation or delivery unless agreed in writing. Where product-specific payment terms apply, those terms take precedence. You will see your payment terms laid out on your quotation. If installation is delayed by the Customer (including lack of access, power or readiness), the Company will request a weekly fee to hold your product. This will be billed, in full, in addition to your existing final balance payment. We accept BACS, debit/credit card payments.

4. Late Payment

Where payments are overdue, the Company reserves the right to suspend works, withhold delivery or delay installation without liability for resulting delays. Reasonable recovery, storage, abortive visit, legal and administration costs may also be charged.

5. Planning

It is the Customer’s responsibility to obtain any required planning permission. If permission is refused after goods are ordered or manufactured, the full invoice remains payable.

Address: Unit 1a at 20 Rookwood Way, Haverhill, Suffolk, CB9 8PB

Phone: 01799 615000

E: sales@saffronol.com



6. Scope of Works & Variations

Quotations exclude making good, cutting away or redecoration unless agreed beforehand. Any changes requested after order confirmation are treated as variations and may affect pricing and lead times. All variations must be agreed in writing. Verbal site instructions are not binding.

7. Electrical Works

Installations are surface mounted. A suitable power supply must be provided by the Customer. The Company does not undertake Part P electrical works and connections are limited to existing sockets or fused spurs. Abortive visits caused by lack of power or site readiness may be chargeable.

8. Working Hours

Works are carried out Monday to Friday during normal working hours unless agreed otherwise. Weekend or out-of-hours works may incur additional charges.

9. Supply Only / Third Party Installation

The Company accepts responsibility only for products installed by its own installers. Supply-only items fall under manufacturer warranties.

10. Existing or Client-Provided Components

We are not responsible for faults arising from old, damaged or third-party components. Additional labour or parts required beyond the original survey will be charged.

11. Weather, Care & Use

Products including awnings, pergolas, glass verandas, screens and louvres are not designed to withstand extreme weather such as storms, snow loading or winds beyond manufacturer limits. Customers are responsible for retracting or protecting products where applicable. Failure to follow care instructions will void warranties. Wind-driven rain ingress is not considered a defect.

12. Fixing Surfaces & Structure

Fixing surfaces are assessed based on information provided by the Customer. The Company is not responsible for hidden defects or structural weaknesses not reasonably visible at survey stage. Any remedial works required will be chargeable. Unless a structural engineer is engaged, the Customer confirms structural adequacy.

13. Site Preparation

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Customers must ensure clear access and disclose any hazardous materials before installation. The Company cannot accept liability for damage to items left within the working area.

14. Completion, Snagging & Defects

An authorised person must be present to sign off works. Minor snagging does not constitute defective installation and does not permit withholding payment. Snagging must be reported within 7 days. Structural or material defects must be reported within 30 days. Company photographs and engineer reports may be used as evidence.

15. Access Equipment & Parking

Specialist scaffolding or lifting equipment must be provided by the Customer unless agreed otherwise in writing.

The Customer is responsible for ensuring that the company's team can park their vehicle close to the property. Any parking charges incurred as a result of insufficient parking, will be chargeable to the customer in a separate invoice.

16. Insurance & Health & Safety

Employer's and Public Liability insurance is held and available on request.

17. Cleaning

Jet washing or chemical cleaning of fabrics will invalidate warranties.

18. Cancellation

All cancellations must be made in writing. Where manufacture has commenced, cancellation will be subject to costs incurred to date.

19. Retention of Title

Goods remain the property of the Company until paid in full. We reserve the right to reclaim unpaid goods and recover outstanding balances.

20. Photography & Intellectual Property

Installation photographs may be used for marketing unless opted out in writing prior to quotation. All drawings and designs remain the Company's intellectual property.

21. Installation Warranty

Workmanship is guaranteed for 12 months from completion, subject to inspection.

22. Manufacturer Warranties

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Manufacturer warranties are passed through to the Customer. Glass exclusions include thermal stress, movement, impact damage and installation onto client-provided structures.

Indicative warranty periods:

- Plantation Shutters - 5 years;
- Primrose Awnings - 1 year;
- Weinor Awnings - 5 years;
- Saffron Signature Awnings - 5 years;
- Glass Balustrades - 2 years (framework only);
- Saffron Signature Verandas - 5 years (framework & hardware, excluding glass)
- Weinor Glass Verandas - 10 years (framework & hardware, excluding glass);
- Ronjack/Oakio Composite Products - up to 15 years depending on product and location.

Warranties are non-transferable unless stated and void where third-party interference occurs.

23. Limitation of Liability

The Company is not liable for indirect or consequential loss, loss of use, loss of profit or business interruption. Total liability is limited to the contract value except where prohibited by law.

24. Force Majeure

The Company is not responsible for delays caused by events beyond its reasonable control including supply chain disruption, extreme weather, transport delays, strikes or manufacturer delays.

25. Governing Law

These Terms are governed by the laws of England and Wales and subject to the exclusive jurisdiction of the English courts.