

VICTORIAN BATHROOMS

EST. 1989

Special Finish Order Agreement

Date: _____

Client: _____

Quotation No: _____

We are delighted that you are selecting one of our bespoke finish options. To ensure that we all understand the implications, please review the following terms carefully before we proceed with your order:

1. Raw, Living Finishes:

- The following finishes are raw, living finishes that will naturally age and develop a patina over time:
 - Polished Brass
 - Brushed Brass
 - Aged Brass
 - Polished Nickel
 - Brushed Nickel
 - Aged Nickel
- Raw Brass items in particular may not be uniform in colour as brass is a mix of copper and zinc, and the ratios may differ slightly from product to product. This may result in the body of an item being a slightly different colour to the spout, for example, which is seldom the situation however we won't know until we remove the chrome.
- In addition, in rare occasions, there may be items on the product which are manufactured from a material other than brass, and when the chrome plating is removed we are left with no choice but to plate these small parts. Polishing the item once installed may, with time, remove the brass plating.
- The natural patina of these finishes will evolve as they react with the environment. Whilst a pristine finish may be received, you will shortly start noticing the patina starting to evolve. Aspects that may accelerate the aging process includes the natural oils and acids from one's hands, the air (especially sea air should site be close to the coast), water splashes as well as the quality of the water (eg borehole water) all play a part in creating the authentic appearance that you're seeking.

2. Lead Time:

- The refinishing process requires **8 to 10 weeks** from the date of order (stock permitting). Each item is hand processed by expert engineers, which requires time and attention to ensure the end result meets our clients' approval

3. Non-Returnable & Non-Refundable:

- Bespoke products which are refinished according to client's specifications are unique to that client and are no longer sellable stock. For this reason, refinished goods may not be exchanged or returned for credit, unless the return is due to a manufacturing fault.

By signing this document, you acknowledge and agree to the terms outlined above and confirm that you understand the nature of raw, living, authentic finishes, as well as the non-returnable and non-refundable policy.

Client Signature: _____

Date: _____



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