



## Terms and conditions

### Base preparation

We require you provide a flat, level, concrete base of no less than 4" or 10cm thick for your Tuzo building to stand on, ideally circular or, alternatively, a level, firm patio or decked area.

The minimum diameter of the base required for each sized Tuzo garden building is as follows:

2.5m –	2.7m diameter base
3m –	3.2m diameter base
4m –	4.2m diameter base

### Guarantee

We offer a 20-year guarantee for the synthetic palm leaf thatch against fading, loss of texture and waterproofing. For all timber we offer a 10-year guarantee against decay.

**Exclusions:** Any natural splitting or cracking in the timber.

Damage caused by modification to the design beyond its intended purpose; neglect of basic recommended maintenance; or exceptional weather conditions.

### Planning permission

Generally, planning permission should not be required as long as the building is positioned at least five metres from the house, is not beyond any wall of the house which faces a road, and not more than 50 per cent of the garden is covered by buildings, excluding the main dwelling. However, we recommend you check with your local planning authority before we install any building.

### Delivery and erection

All prices include delivery and erection to mainland UK providing a suitable level base has been prepared prior to installation. Delivery time is usually 4-6 weeks from receipt of deposit for any of our standard size buildings. Delivery time for custom sizes will be given with quotation.

### Payment terms

A non-refundable deposit of 10 per cent is required with placement of order.

Balance is to be paid on the day of installation.

### Conditions of sale

- Although we select the best-quality timber available from our supplier, we cannot be responsible for any natural splitting, cracking, shrinkage or warping as these are all natural characteristics of the timber.
- With reference to any custom designs, we will not be responsible for any inaccuracies in the specifications given by the customer.
- We reserve the right to make any changes to the specifications and design of our buildings, which we consider necessary, without notice.
- Any unforeseen delays caused by machinery breakdown etc, may extend the delivery time.
- We reserve the right to refuse erection of your Tuzo Garden building should we determine the base prepared unsuitable. A re-delivery charge may apply.

