

Terms & Conditions

Order Details

It is the client's responsibility to check the order details, layout drawings and dimensions before the order acknowledgement form is signed. Once it is signed we hold no responsibility for errors or changes to the order.

Order Acknowledgement

In order for us to process an order the client must sign and return the order acknowledgement form.

Payment

Payment must be made in full to the bank account on the invoice provided. Bank charges must not be deducted from remittance. Pricing does not include Import Duty & Taxes. Only once payment has cleared can we place the order and confirm the estimated lead time.

Lead Times

Our estimated lead times assume all payments have been made and the signed order acknowledgment form received. All lead times are subject to change without notice.

Textile Wallcoverings - Faux Silk

Due to the textile nature of our textile wallcoverings some variations may occur in the surface weave structure. Some colour variation may occur between panels and samples may vary between batches. Matching paint or other colours to the textile wallcoverings should only ever be done against final production. These variations are not defects they are inherent to working with textiles.

Lightfastness - Textile Wallcoverings only

Our textile wallcoverings can start to fade with prolonged exposure to UV light. We cannot be held responsible for this natural occurrence. We suggest if this is a relevant concern, UV filter films be used on the windows to help preserve the colour.

Installation - Textile Wallcoverings only

Clients must read the [Textile Wallcovering - Faux Silk - Installation & Care Guide](#) which contains important information about our textile wallcoverings. All panels should be inspected by a professional wallpaper hanger prior to installation. We do not accept any associated liabilities relating to the provision of our products.

FR Treatment - Textile Wallcoverings only

It should be assumed that all Anna Glover textile wallcoverings are sold without FR treatment, unless

explicitly stated in the Order Acknowledgement Form. If a project requires a specific FR standard, it is the client's responsibility to notify us of that standard at the enquiry stage, where we can recommend a suitable product. This would be sourced from a third party and therefore we accept no responsibility for the validity of the certification awarded to the substrate. It is the client's responsibility to ensure that certificates provided match their exact requirements. We are not responsible for recommending standards to our clients.

Nonwoven Wallpapers only

Our Nonwoven Wallpapers are spongeable / Light Fastness - Good / Fire Rating: EN BS 13501-1:2002 Class B, s1, d0 / FSC Certified C104236.

Clients must read the [Nonwoven Wallpaper Installation & Care Guide](#).

All panels should be inspected by a professional wallpaper hanger prior to installation. We do not accept any associated liabilities relating to the provision of our products.

Damaged or Faulty Products

In the unlikely event that faulty or defective goods are supplied, our liability will be limited to the replacement of those goods. We are not responsible for consequential loss under any circumstances. If the goods are damaged in transit, we must be notified by email on receipt. At this point we will have the opportunity to resolve any issues. If for any reason the client is not entirely happy with the purchase they should contact us within one month of the date of delivery. Clients must contact us before orders have been trimmed, pasted or installed. We are not responsible for problems relating to patterns and colours once the wallpaper has been trimmed and/or installed. We may request that any damaged or faulty wallpapers be sent back in their original condition and packaging.

Protective Varnish

We can recommend industry suppliers but accept no responsibility for the quality or validity of their certification.

Care and Cleaning

We can offer guidance on how to look after the wallcoverings as originally supplied. However, this may alter once any further treatment is applied. If additional treatments are applied, care instructions from the relevant industry supplier must be followed. We accept no responsibility for the validity or effectiveness of their recommended instructions.