



Terms and conditions

1. Prices and Payment

1.1 The prices for the goods and/or services are detailed within the Sales Order.

1.2 A deposit is required to confirm the Sales Order.

1.3 The outstanding balance must be paid in full, as cleared funds, no later than **21 days prior to the scheduled delivery date**. Goods will not be delivered until full payment has been received.

1.4 Orders placed on hold for more than **12 months** may be subject to price adjustments resulting from manufacturer price increases, exchange rate fluctuations, or other increases in supply costs.

2. The Goods

2.1 All Finnish Log Cabins/Lillevilla log cabin are manufactured from freshly machined softwood timber. As timber is a natural material, it may contain naturally occurring characteristics, including but not limited to splits, shakes, resin pockets, knots, bowing and twisting. These characteristics are normal and do not affect the structural integrity or intended performance of the building.

2.2 In the unlikely event that any components are missing or damaged upon delivery, you must notify Finnish Log Cabins Ltd within **three (3) working days** of delivery. We will arrange one replacement delivery free of charge. Any subsequent replacement deliveries may incur additional charges. Finnish Log Cabins Ltd reserves the right to inspect the original delivery before authorising replacement components.

3. Delivery

3.1 Please provide as much notice as possible when arranging your delivery. During peak periods, delivery availability may be limited, and lead times of **10–12 weeks** may apply.

3.2 Whilst every effort will be made to deliver on the agreed date, Finnish Log Cabins Ltd cannot guarantee delivery schedules due to circumstances beyond our reasonable control. We will endeavour to notify you as soon as possible of any delays. We shall not be liable for any loss, expense or consequential costs arising from such delays.

3.3 Any changes requested by the customer after a delivery date has been confirmed may incur additional charges ranging from **£50 to £1,000**, depending on the costs associated with reallocating transport and installation resources.

3.4 Deliveries are made **Monday to Friday only** and cannot be scheduled until the completed Delivery Questionnaire has been received.

4. Site Access

4.1 Deliveries are carried out using a **26-tonne rigid vehicle**, approximately **12 metres in length**, fitted with a crane. It is the customer's responsibility to ensure that sufficient access is available via both public and private roads and to notify us of any restrictions before delivery.

4.2 Any failed delivery or delays resulting from inaccurate or incomplete access information provided by the customer may result in additional charges.

5. Offloading

5.1 Deliveries will normally be offloaded to the nearest suitable hard-standing kerbside location. The delivery driver has sole discretion in determining whether any alternative offloading location is safe, practical and within the crane's operating reach.

5.2 Finnish Log Cabins Ltd accepts no liability for any damage to driveways, paths, lawns, landscaping or other ground surfaces where the customer requests the vehicle or goods to be positioned away from the standard kerbside delivery point.

6. Groundworks and Foundations

6.1 Unless specifically included within your Sales Order, groundworks, excavation, levelling and foundation installation are not included and must be completed under a separate agreement prior to delivery. Please see foundation guide for more information.

6.2 All foundations must be solid, level, structurally sound and capable of supporting both the weight of the cabin and its intended use. Failure to meet these requirements may result in an aborted installation, which will incur additional charges, starting at **£400 +VAT**. This charge must be paid before the return visit, unless other agreements have been made.

6.3 The foundation must be at least the full footprint of the building floorplan

6.4 For larger buildings, a reinforced concrete slab or concrete strip foundation is strongly recommended.

6.5 A minimum clear working space of **500mm** must be maintained around all sides of the foundation to allow safe installation.

7. The Building

7.1 Before selecting the installation location, customers should refer to the cabin floor plans and roof plans for the exact overall dimensions.

7.2 It is the customer's responsibility to ensure that all necessary planning permission, building regulations approval, covenant approvals or any other statutory consents have been obtained before purchase and installation.

7.3 The customer is responsible for disposing of all packaging materials and installation waste unless otherwise agreed in writing.

7.4 Vinyl flooring (Lino) or any other floor covering that may create a moisture or dew point beneath the floor should not be installed, as this may adversely affect the timber and could invalidate the warranty.

7.5 Screw holes created during the installation process are a normal feature of timber construction and will be visible upon completion of the building. These may be filled, sanded and finished during the customer's chosen treatment decoration.

8. Timber Treatment and Maintenance

8.1 All cabins supplied by Finnish Log Cabins Ltd are untreated unless otherwise specified. Customers must apply a suitable microporous timber treatment to both the interior and exterior surfaces as soon as possible after installation. No more than 14 days after installation

8.2 Where treatment products are purchased from Finnish Log Cabins Ltd, they are supplied only. Application remains the customer's responsibility.

8.3 Outside, inside and every edge of all doors and windows must be treated using the same approved timber treatment within **five (5) days** of installation. This helps equalise moisture movement and reduces the risk of distortion. Failure to do so may invalidate the manufacturer's warranty.

8.4 Following treatment, a suitable exterior-grade silicone sealant (not supplied) should be applied from the eaves to the foundation along all log corner joints or corner covers. Sealant is also recommended around door and window frame surrounds.

8.5 Timber treatment products supplied by Finnish Log Cabins Ltd are non-returnable and non-exchangeable once the order has been confirmed.

8.6 The building will have natural timber movement and defects. Ongoing maintenance and re-treatment must be carried out in accordance with the treatment manufacturer's recommendations to minimise the amount.

8.7 If treating the floorboards, only products specifically designed for external timber floors should be used. The use of varnishes are unsuitable, interior floor finishes may restrict the natural movement of the timber and cause gaps to develop between floorboards. Although some products are marketed for internal use, log cabins should be treated as external timber structures due to the natural movement of the wood.

8.8 The manufacturer's warranty does not cover timber deterioration resulting from rot, fungal decay, insect attack, wood-boring insects, mould, mildew, or any other form of timber decay.

8.9 Site visits for standard door and window adjustments start from **£90 + VAT** and may vary depending on the location of the property.

9. Cancellation and Returns

9.1 If you cancel your order, or if circumstances not previously disclosed result in cancellation, Finnish Log Cabins Ltd reserves the right to recover costs incurred. These may include, but are not limited to:

- i. Administration costs.
- ii. Import and shipping costs.
- iii. Distribution and warehouse handling charges.
- iv. Site delivery costs.
- v. Transport resources that cannot be reallocated.
- vi. Installation team costs where resources cannot be reallocated.
- vii. Collection, re-banding and repackaging of the product.
- viii. Depreciation or reduction in resale value.

9.2 Returned goods must be in their original condition and packaging. Finnish Log Cabins Ltd reserves the right to refuse any cancellation or return where goods are not returned in a resaleable condition.

9.3 If, upon arrival, the access route, foundations or installation site do not meet the minimum requirements set out in these Terms and Conditions, Finnish Log Cabins Ltd reserves the right to abort the delivery and/or installation. Any costs incurred for the failed visit, return transport or rescheduling will be payable by the customer. No refund or reduction in the Sales Order price will apply.

9.4 Orders cancelled more than **14 days after the order date** may/will be subject to a minimum administration charge of **£250.00**. Unless otherwise agreed.

9.5 Where cancellation is received less than **one month before the agreed delivery date**, any refund will be assessed after deducting all applicable costs and taking into account the resale value of the goods.

10. Contact Us If you require assistance, including quotations for groundworks or installation services, or if you have any questions regarding your order, please contact **Finnish Log Cabins Ltd** on **01245 400202 (Option 1)**.
