

# Estimate & Terms

## PRICE PROMISE

Homcrafts guarantees the prices in this proposal for a period of two weeks. Prices may vary when booked beyond this date. Quoted prices are applicable for this proposal only, any modifications may result in a change of prices.

The above quote is an estimate based on current design and sizes. They are liable to change till the sign off/ production stage depending on the actual measurements at site and/or design and finishes selected, increase in scope of work, and/or changes made by you or as per your instructions.

## Payment Terms

First Payment before Starting the Design Prototype: 10%  
Second Payment of before Material Selection: 30%  
Third Payment after Project Sign-Off and Before Production: 40%  
Fourth Payment post production and before dispatch: 20%

## Cancellation Policy

1. Any advance paid on the confirmation of the project or any step in the process is nonrefundable.
2. Project cancellation can be considered valid only when an email is written to [info@homcrafts.com](mailto:info@homcrafts.com) stating the reason for cancellation is provided.

## TAXES & DUTIES

All Homcrafts product pricing is exclusive of taxes. The taxes have been mentioned in your estimate separately and will be charged at the time of billing at each stage as per prevailing government tax rates.

## COPYRIGHTS

Designs shared with the client at any stage are the exclusive copyright of Homcrafts. The designs are shared with the intent that the order for the same is placed and executed by Homcrafts. Any designs shared by Homcrafts cannot be used, installed and/ or shared in any way or form without prior and written consent of Homcrafts.

## TIMELINES

When we committed to completing your project in 45 days/ 60 days/ 90 days 2 BHK, 3 BHK, 4BHK respectively, it is the time period for executing the project after Design Sign-off. The starting and ending dates will be defined in the email post Production sign off.

- The starting date is the date from when 40% of the payment is collected and as per the estimate is realized by the accounts team and 2D designs are approved.
- In case of delays due to Homcrafts errors, Homcrafts will pay Rs 15,000 per month on a pro-rata basis for all the days of delay beyond the handover date after a grace of 2 weeks.
- The penalty will not be more than 3% of the interior project value.
- No other compensation will be provided for besides the delay compensation that is stated above.
- Delay compensation will not be applicable if the Customer/Acquaintances staying in property while work getting done Customer vendor working at the site at any point while Homcrafts contractors are present Restrictions in working at site – timings, manpower restrictions Design changes after design closure - modification of scope of work Power, Water supply issues at site Delays caused due to customer approvals pending Unforeseen issues not attributable to Homcrafts on raw material, manpower

## DESIGN PHASES AND RULES

- Designing is distributed into three phases. In Phase 1 customer can have 2-3 design Iterations at the maximum and can add or remove items from the estimate. Removal of items is approved only in phase 1 and of about only 20% of the scope can be reduced when the estimate was booked.
- In phase 2 only additions can be made and no subtraction from the scope is allowed with respect to Pricing. Phase 2 can have 2 Iterations at the maximum.
- Phase 3 is validation phase, No Items can be added or removed in this stage and only electrical/plumbing scope can be added.
- No further discounts can be added after the project is booked. No oral communications will be considered valid if promised during the booking.

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- After 5 iterations of designing, every sitting will be charged Rs.7 thousand and will be added in the estimate and it will be non-discountable
- Site validation is approved for only two times and no site validation will be provided more than 2 times.
- Estimation can be changed only for 4 times and sitting charges will be added for the changes added more than 4 times. Charges are Rs.2 thousand per sitting.
- For any technical related queries post the booking as technical analyst will be provided on prior appointment basis for 20 minutes and customer can have their answers for their queries but pricing information will not be entertained with the analyst. Rs.2 thousand will be charged for session for subsequent technical discussion and to be paid up front.  
Work timings for the designer is between 11:30 AM to 7:30 PM. Turnaround time (TAT) for the designer to answer your queries is 24 Hours.
- Design discussion duration/period can be of maximum 3 to 4 hours at a stretch and unless or otherwise designer is comfortable to extend or formal approval is shared on the social handles. Post the stretch subsequent meeting time/date will be shared by the designer based on the availability
- Material selection post the design freeze is allowed for 6 hours only and the material selection can be done only in two sessions
- Tuesdays are week off for the design team and response can be expected next working day
- Customer visiting to office appointment basis and direct designer meeting without prior appointment is not allowed required for the dedicated time required for the customer so that we can serve better.
- Online meeting on request has to be approved 6 hours prior for the dedicated time required for the customer so that we can serve better.

## DESIGN CHANGES DUE TO TECHNICAL NON-FEASIBILITY

At the time of execution, there may be design changes due to site condition, material changes and/ or technical non-feasibility. The client should approve these changes when brought to their attention by the project manager and the implication(s) thereof.

## MATERIAL CHANGE

- Clients can make changes to the materials selected up-to design sign-off stage. Any material changes made post the payment of 60% will incur the cost of the works undertaken and might result in an increase in timelines.
- Materials can be changed with Clients approval because of:
  - Material unavailability (after earlier confirmation received)
  - If the quality of what was selected by the client changed during procurement
  - Homcrafts is not happy with the quality provided by the vendor
- Finish and material selections must be done from the Homcrafts approved catalogue only.

## VALUE ADDED SERVICES

- Company offers 6 Months of Free service which includes 2 Visits for any Error in Fittings or Loose Fitting happened due to on Premise execution by the In house team. The company also has a observation period of 3 Months in that customers can inform the company about the Loose fittings. This Point is not valid for any fittings Error / Issue caused due to rough usage or any physical Damage / Friction occurred.
- Deep cleaning of your project will be undertaken by Homcrafts one time, before handover on a chargeable basis. Post site inspection, the cost for the same will be shared.
- Regular cleaning service will be provided at an extra cost based on the scope of cleaning work to be undertaken. This will be applicable every occasion we take up the activity viz post false ceiling work cleaning, post wood work installation etc.
- Floor-covering of your project will be undertaken by Homcrafts, before the commencement of works at site, on a chargeable basis.
- Debris disposal will be undertaken by Homcrafts on a chargeable basis and estimates will be shared every time the activity is to be undertaken.
- Electricals labor jobs can be undertaken by our in-house electrical team. Post completion of design and inspection of the site, a detailed estimate shall be shared. The clients are free to engage their own electrical or engage Homcrafts for these services.
- Plumbing, Gas Piping & other civil job services are provided by outsourced vendors who shall inspect the site based requirements and provide the estimates.
- Homcrafts can provide supervisory services for supervising non-Homcrafts vendor's works on request by the client, especially with regards to works that need to be done in concurrence with Homcrafts works. The Homcrafts team are not responsible for, nor can give warranties for the quality or timelines of the works undertaken by the vendor(s)

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## QUALITY ASSURANCE

Please note that Homcrafts services results in custom-made products that are installed at your site and not bought off-the shelf and/ or are not standard products. Despite our best efforts & precautions, errors such as differences in material quality, material deliveries, site works, installer errors, vendor errors, etc. can happen.

These mistakes that can happen during the course of site work, dispatch and/ or installation are rare but possible, but we assure you of Homcrafts's commitment to deliver the product as per our policy and we undertake to fix such errors at the earliest possible time.

## CANCELLATION & RETURNS

**Any non-manufacturing defects and damages post receipt of delivery are not valid for returns or replacements. Customized and made-to-order furniture, purchased from Homcrafts, cannot be returned or exchanged. All payments made at each stage are Non-Refundable.**

## PAYMENT DELAY IMPLICATIONS

- Delay of payment by more than 1 week at any stage of the project will add concurrent days to the project delivery timeline accordingly.
- Delay of payment at the time of dispatch of materials from the factory has the following implications.
  - The project handover date will be recalculated based on the next available dispatch schedule (this may be more than the actual number of days of payment delay).
  - If the delay is more than two weeks, rent will be added for storing the material at our warehouse at Rs.2500/- a week.
  - If the payment is delayed beyond one month, the warranties towards the material will reduce by 1 year and on a pro-rata basis until the next available dispatch is scheduled.

Your order will be delivered on or before the assured delivery date. Homcrafts is not responsible for any delay in project implementation due to third party vendors, force majeure or for reasons beyond its control. Changing your order and any unforeseen circumstances may also delay delivery time.

## WARRANTY POLICY

The service provider/ company, referred to as Homcrafts / AngaleeHomeCrafts LLP is in the business of interior design, manufacturing, site works, décor and decoration, installation of such products/ services and incidental services related thereto in the specified areas of the client's property (services), including but not limited to installation and provision of third party products (as defined below).

## GENERAL PROVISION

The company has provided its services in a professional manner consistent with general industry standards and conformed to the requirements of the terms & conditions. Any implied warranty, including but not limited to implied warranty of merchantability and fitness for a particular purpose are hereby waived.

Warranty provided herein (in so far as applicable to Homcrafts) shall be null and void, and Homcrafts shall not be liable in any manner (including relation to damages and expenses that may be incurred by a client), if:

- The client does not grant access to the premises (where the services are/ were provided), and the opportunity to Homcrafts's representatives to inspect, correct, or replace the alleged defective and /or damaged items; or
- The client has breached the terms and conditions in any manner including but not limited to failure on part of the client to keep the products in good working condition, unforeseen conditions such as force majeure: fire, storm, earthquake, etc., misuse, normal wear & tear and /or negligence, and client allowing repair or work on the product by a third party instead of the Homcrafts maintenance team/ Homcrafts certified maintenance vendor
- The products or furniture have been stored incorrectly, used inappropriately, abused, altered, misused, or cleaned with wrong methods of cleaning or cleaning products or materials.
- Unusual wear and tear, scratches, cuts or damages caused by impacts or accidents or by abnormal or unintended use of the product or furniture.
- If products have been placed in a humid environment or if the products have been used for non-domestic purposes or outdoors (unless otherwise stated)

The warranty card or a valid proof of purchase (invoice) must be shown to avail the warranty. Upon approval of the warranty claim, the product will be repaired or replaced with the same or comparable product with a value not higher than the price of the original product purchased. Due to material and finish variations, the replaced product may not be an exact replica of the installed product, i.e. there may be some variation due to batch differences in laminate, veneer or any other used material.

In the event that repair work has been done to a product without any authorization from Homcrafts, the product's warranty coverage is automatically deemed void.

All modular furniture does not automatically come with a 10-year warranty; each part of the final product has a different warranty unique to the product. The hardware of the product may come with a 10-year warranty from the manufacturer and will be specifically mentioned as such and if any. All warranted products may carry a warranty card from the manufacturer. The warranty applies only to such specific parts of the product and not to the whole assembled product. Warranty terms and conditions are fixed, non-negotiable, non-transferable and only benefits the original purchasers of the product.

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## Service Provider Warranty

The Woodwork warranty shall be null and void, and Homcrafts shall not be liable if the damage is due to:

Products, Services & Materials	Period	Warranty	Exceptions
Woodwork - Plywood- BWP Plywood, Commercial plywood	10 years	This Warranty is a structural warranty that covers delamination, edge-band peeling, and bubbles in lamination and borer-infection. It also covers any Bend more than 8mm, caused due to weather conditions and moisture level in the atmosphere. Plywood used is borer-proof and termite- resistant	Damage to woodwork due to continuous seepage of water/ dampness because of seepage of water from ceiling, flooring, walls and/or other site conditions is not covered under warranty. Damage due to misuse and negligence by the client and normal wear and tear will not be covered. Further, notwithstanding anything contained under woodwork warranty, there shall be no warranty for surface damage and/or damage due to scratches in relation to acrylic, high-gloss laminate, duco and PU, and/or veneer.
Woodwork - HDHMR	10 years	This Warranty is a structural warranty that covers delamination, edge-band peeling, bubbles in lamination and borer-infection. It also covers any bend more than 8mm, caused due to weather conditions and moisture level in the atmosphere.	Damage to woodwork due to continuous seepage of water/ dampness because of seepage of water from ceiling, flooring, walls and/or other site conditions is not covered under warranty. Damage due to misuse and negligence by the client and normal wear and tear will not be covered. Further, notwithstanding anything contained under Woodwork Warranty, there shall be no warranty for surface damage and/or damage due to scratches in relation to acrylic, high-gloss laminate, duco and PU, and/or veneer.

- Continuous seepage of water/dampness;
- Misuse, normal wear and tear; and /or
- Negligence; and or
- The dismantling and shifting is done by any person other than the Homcrafts's qualified and authorized carpenters. The decision of Homcrafts in relation to whether the damage is due to seepage/ dampness, misuse, normal wear & tear and/or negligence (as provided herein) shall be final and binding on the client.

Please note that Homcrafts will first attempt to repair the defective or damaged woodwork under the woodwork warranty. Only in the event that the Homcrafts (at its sole discretion) decides that the repair is not feasible then it shall replace the defective or damaged woodwork under the woodwork warranty. The client agrees that the decision of the Homcrafts (as provided therein) shall be final and binding.

Further, please note that if the client is required to purchase and install a more valuable material under the woodwork warranty, then the client cannot claim/recover the additional value of the better material.

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## Third Party Products

Homcrafts in the course of undertaking the project works, will/has provided certain materials, equipment, appliances and goods manufactured, fabricated, assembled and/or sold by third party vendors, distributors, and manufacturers ("Third Party Products"). In relation thereto, Homcrafts hereby assigns (to the extent they are assignable) and conveys to the Client all manufacturers and supplier warranties together with operating instructions, if available ("Third Party Products"). The Third Party Products, which are subject to the Third Party Warranties cover:

Products & Services & Materials	Period	Warranty	Exceptions/Exclusions
Countertops - All Counter tops natural and artificial, specifically granite and engineered stone such as quartz stone, engineered marble etc.	1 year	warranty covers any cracks, staining and leakage during and immediately after installation works by Homcrafts	The warranty does not cover fading of color and cracks in the stone due to manufacturing defects. The warranty does not cover marble, other natural stones such as onyx, sandstone, limestone, slate, etc. and artificial stones such as solid surface stones (also known as Corian), etc.
Hardware: Manufacturer's warranty on products	Period as defined by the Manufacturer - Up to 7 Years	Warranty as per terms given by the specific brands	Exceptions are as per the terms Given by the brands.
False Ceiling & False Ceiling installation: Manufacturer's warranty on products	1 years	Warranty covers any damage within the 1 year of installation, will be repaired by Homcrafts	This does not cover any damage caused by client or its agents/representatives
Electrical Appliances, Mirrors, Glasses, Gas Piping, Tiling & Civil works, Electrical Switches, Wires and LED Lights, Misc. Items: Manufacturer's Warranty	Period as defined by the Manufacturer	Warranty terms as defined by the manufacturer	Exclusions as defined by the manufacturer.
Sinks, Taps and any Plumbing Installation: Manufacturer's Warranty on the Products	Period as defined by the Manufacturer- Up to 10 yrs.	No warranty for installation of taps and drain pipes for leakage after Handover.	Any leakage during and immediately after installation works by Homcrafts, will be corrected by Homcrafts.

It is hereby clarified that in the event there is any conflict between the terms and conditions contained herein, and the third party warranties, the third party warranties shall prevail. Provided however, Homcrafts is not providing any warranty (express and/ or implied) in relation to the third party products, and shall not be liable in relation thereof. Therefore, the client's sole remedy in relation to the third party products lies with the third party vendors and manufacturers. Please note that for every new product and/or service offered by the Homcrafts, the third party warranties extended by the supplier of the new product and/or Homcrafts of the services.

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## GENERAL T&C

1. Upon booking, the prices are valid for the next 60 days from the date of booking.
2. Minimum Order value of the project required is Rs.3 Lakh and after booking only 20% of the scope can be reduced.
3. All payments made at each stage are Non-Refundable. Any due Amount should be paid 5 Days before the Handover.
4. All Laminate colors and hardware is subject to availability,
5. We use only plywood as base material. The plywood is of 16mm thickness and overall thickness of plywood including laminates will be around 18mm. We use century or equivalent brand plywood. We use HDHMR boards for all shutters.
6. We provide 1mm / 0.8 mm color laminate from branded & selected catalogues for external part of the furniture and 0.8mm / 0.5mm laminates for internals.
7. Electrical labor charges towards false ceiling will be extra and will be based on the area and design.
8. Electrical charges towards switch movements and fixing of appliances, fans & lights etc. will be extra.
9. The images shown in 3D image or renders may not match to accuracy in original.
10. Clients need to provide us with 300Dpi images to be printed on shutter if opted for digital printing.
11. All your modular fittings are covered under our service shield for 5 years. For the first year, the labor cost is free for rectification/repairs of all modular furniture sold by us for two services only. From 2nd to 5th year, labor cost will be free for replacement/service of products under warranty. All service support is available in municipal limits of Bangalore city. Please contact our partners for products that are billed by them directly towards service of such products.
12. We are not responsible for any loss or theft in the apartment/villas during installation. Clients are requested to exercise precaution by not keeping valuables during the time of work.
13. Internal structures are standard internals. Additions to shelves and drawers over and above standard structure will be charged additional.
14. We provide maximum 2 color options to a product like wardrobes, kitchen etc. Extra charges will be applicable for additional colors.
15. TV unit will come with minimum of 2 drawers depending on size. Extra drawers of standard dimensions will be charged at ₹3,500 each.
16. Ventilators for doors will be charged at ₹350 per unit.
17. Floor Covering is optional and is charged if opted. We are not responsible for any floor damages if floor covering is not opted for. Post interiors one coat of wall painting is required which client has to do it at their cost. If client do not wish to do painting and do not want any marks on the wall, then additional cost for wall covering to be paid.
18. Fixing & installation charges of appliances purchased from us will be extra and on actuals.
19. Any Subtraction of the items from the Estimate of 20% or above from Total post the design completion will levy the design charges of 10% of the Project Cost.
20. We reserve the right to shoot, take photographs of the work done and showcase the same in various social media/other platform as part of completed project. If denied, we will not take requests for after sales service support.
21. Once the furniture's are manufactured at factory, the same needs to be received within 30 days from the date of intimation. Delay in delivery may effect Product finish for which, we won't be held responsible.
22. The Project shall be deemed delivered if complete structures are erected with required fittings and accessories. Post-handover, alignment and other fixing errors shall be treated under after sales service support.
23. Please sign your work contract to make our offer acceptable to both parties.
24. Please call our customer support @ [info@homcrafts.com](mailto:info@homcrafts.com) for any inquiry. All legal matters are subject to the courts in Bangalore only.
25. Please call our customer support @ [service@homcrafts.com](mailto:service@homcrafts.com) for any service related requests.