

Terms and Conditions

Welcome to Hengovek Studio, thank you for your interest in our services. Your satisfaction and peace of mind are incredibly important to us and by working together to establish clear guidelines from the outset, we can minimize any potential risks or challenges along the way.

By familiarising yourself with the below terms and conditions you will know what to expect of us and what we can expect of you. Often some of the terms below will raise queries that may not have been considered prior and we believe this is a positive outcome of this process.

Each client and project is unique, therefore we truly believe in finding common ground and making sure everyone is happy with the working arrangement to ensure the smooth running of a project. Therefore please note that we are open to discussing any adjustments or changes you may wish to make to the below terms prior to proceeding further.

If you wish to make a change please contact us prior to making your initial payment. Our aim is to ensure mutual understanding and agreement on all aspects of the project. Therefore, any new terms or modifications to existing ones must be mutually agreed upon and documented in writing before proceeding.

1. **Acceptance of Terms:** By engaging with Hengovek Studio you agree to abide by these terms and conditions.
2. **Acknowledgment Through Payment:** Payment of a deposit or the initial 50% (outlined in term no:17) This payment by the client constitutes acknowledgment and acceptance of these terms and conditions in their entirety. By making such payment, the client agrees to be bound by the terms outlined herein.

Clients are encouraged to review these terms and conditions carefully and to seek clarification on any aspects they do not fully understand before making any payments or committing to the project.

3. **Scope of Services:** Hengovek Studio offers a wide range of services including, but not limited to, designing, manufacturing, and installing custom cabinets, kitchens, joinery and bespoke pieces as well as providing construction services tailored to meet the unique needs and specifications of our clients.
4. **Cancellation Policy:** In the event of cancellation by the client, any deposit paid may be subject to forfeiture to cover costs already incurred by Hengovek Studio, including materials purchased and work already performed.
5. **Applicability to Future Work:** These terms and conditions shall apply to any future projects or work undertaken by Hengovek Studio for the client, unless explicitly superseded by mutually agreed-upon terms and conditions specific to the new project.
6. **Project Timeline:** We understand the importance of completing your project in a timely manner, and we'll do everything in our power to meet the agreed-upon deadlines. However, please note that project timelines provided by Hengovek Studio are estimates and may be subject to change due to unforeseen circumstances, such as material availability, weather conditions, changes of scope or other factors beyond our control.

While we strive to minimize any delays and keep your project on track, Hengovek Studio cannot be held liable for any costs incurred by the client as a result of a delay on our part. This includes but is not limited to additional labour costs, rental fees, or project management expenses.

We will keep you informed throughout the process and work diligently to resolve any delays as quickly as possible. Your understanding and flexibility are greatly appreciated as we navigate any challenges that may arise during the course of your project.

- 7. Site Preparation:** Clients are responsible for ensuring that the work/installation site is accessible and ready for construction or installation as agreed upon. This includes clearing the area of any obstacles, providing necessary utilities, and obtaining any required permits or approvals. If upon arrival work/installation sites are found to be not ready, awaiting previous works (done by other) so much so that Hengovek Studio is unable to carry out the planned work or the work will now take an unreasonably time, the client agrees to pay the costs incurred by Hengovek Studio. This will include labour, travel expenses, any hire expenses or any other reasonable cost.

If parking for Hengovek Studio vehicles is more than 25m from the work/installation site we will need to be informed prior to the project proceeding.

- 8. Cancellation Policy for Installation/Work Day:** We understand that unforeseen circumstances may arise, leading to the need to cancel or reschedule installation or work days. To minimize disruptions to our schedule and ensure efficient use of our resources, we kindly request a minimum of 24 hours' notice for any cancellation or delay. If the client needs to cancel or reschedule an installation or work day, please notify Hengovek Studio as soon as possible, preferably with at least 24 hours' notice. Failure to provide the minimum notice may result in charges to cover costs incurred by Hengovek Studio, including but not limited to labour, equipment and vehicle hire, or project management expenses. We appreciate your cooperation and understanding in adhering to this policy. By providing sufficient notice of any cancellations or delays, we can adjust our schedule accordingly and minimize any potential disruptions to your project timeline.

- 9. Liability:** Hengovek Studio shall not be liable for any damages, losses, or injuries arising from the use or installation of our cabinets or construction services beyond the scope of our warranty or for any reasonably foreseeable losses at the time of deposit. You must follow all appliance instructions, including whether they can be placed inside cabinetry or not. This includes all cabinetry but especially toasters and microwaves in cabinetry. Do not use toasters inside of cabinetry or leave appliances plugged in inside larders.

- 10. Dispute Resolution:** Hengovek Studio prides itself on great personal service. In the unlikely event of any disputes or disagreements arising during the course of the project, both parties agree to make reasonable efforts to resolve them amicably and in good faith.

The first step in resolving a dispute is to communicate openly and honestly with each other. We encourage both parties to discuss any issues or concerns as they arise and to work together to find a mutually acceptable solution.

If the parties are unable to resolve the dispute through direct communication, they may consider mediation as a means of resolving the issue. Mediation involves the appointment of an impartial third party to facilitate discussions between the parties and help them reach a resolution.

If mediation is unsuccessful, the parties may choose to pursue other legal avenues for resolving the dispute. However, we hope that such measures will not be necessary and that any issues can be resolved through constructive dialogue and cooperation.

Both parties agree to waive any right to pursue legal action against each other until they have made a genuine effort to resolve the dispute through the methods outlined above.

11. **Indemnification:** Clients agree to indemnify and hold harmless Hengovek Studio , its employees, agents, and contractors from any claims, damages, or liabilities arising from the client's breach of these terms and conditions or from the client's use or installation of Hengovek Studio's products or services.

12. **Communication Protocol:** To ensure efficient coordination and clarity in project management, the client agrees to communicate exclusively with the management team of Hengovek Studio regarding job status, changes, pricing inquiries and any other job issues outlined in these terms. This includes discussions related to project progress, modifications to the original scope of work, and any adjustments to pricing or payment terms.

Direct communication with the management team helps streamline the decision-making process and ensures that all parties involved are kept informed and aligned with the project's objectives. Any inquiries or requests for information should be directed to the designated point of contact within the management team.

13. **Client Interference:** The client agrees not to interfere with the progress or process of Hengovek Studio's work during the project duration. Interference includes, but is not limited to, altering work schedules, directing workers or subcontractors, making unauthorized changes to the project scope, or impeding access to the job site.

Hengovek Studio reserves the right to suspend work or terminate the contract if the client's interference hinders the company's ability to perform the agreed-upon services efficiently and safely. Any costs incurred as a result of client interference, including but not limited to additional labour, materials, or delays, shall be the responsibility of the client.

In the event of client interference, the client acknowledges and accepts responsibility for the outcomes and any additional or unexpected costs incurred as a result.

To ensure the successful completion of the project, the client agrees to communicate any concerns or requests through the designated point of contact within Hengovek Studio. All changes or modifications to the project scope must be agreed upon in writing by both parties before implementation.

14. **Subcontractors:** Hengovek Studio may engage subcontractors to perform certain aspects of the project. Clients agree to allow Hengovek Studio to subcontract work as necessary to complete the project efficiently and effectively. Hengovek Studio retains responsibility for the work completed by its chosen sub-contractors only.

If the client requests the use of their own preferred subcontractor for any aspect of the project, Hengovek Studio shall not be responsible for the quality, timeliness, or any issues arising from the subcontractor's work. The client assumes all responsibility for coordinating with and overseeing the work of their preferred subcontractor, including any additional costs or delays incurred as a result of their involvement.

It is the client's responsibility to ensure that any subcontractors selected by the client meet the necessary qualifications, licenses, and insurance requirements for the work to be performed.

- 15. Restriction on Employment of Subcontractors:** The client agrees not to directly employ any subcontractor provided by Hengovek Studio for a period of two years following the completion of the project. This restriction applies to subcontractors engaged by Hengovek Studio to perform specific tasks or services during the project.

By engaging with Hengovek Studio, the client acknowledges and agrees to refrain from hiring or contracting directly with any subcontractor provided by Hengovek Studio for a period of two years after the completion of the project.

If the client wishes to engage the services of a subcontractor provided by Hengovek Studio during the two-year period, they must obtain written consent from Hengovek Studio before proceeding with any employment or contracting arrangements.

This restriction is intended to protect the business interests of Hengovek Studio and preserve the professional relationships timely built and established prior and during the project.
- 16. Materials Supplied by the Client:** It is imperative that if the client wishes to supply materials or products, this must be agreed upon at the onset of the project, before the design stage is completed. This helps to diminish the chance of any issues arising and aids the project to proceed smoothly and efficiently.

If the client does choose to supply any materials/products for use in the project, Hengovek Studio cannot provide any warranty, guarantee, or assurance regarding the quality, suitability, or performance of such materials. Any materials supplied by the client are accepted on an "as-is" basis.

Hengovek Studio shall not be held responsible for any defects, damages, or issues arising from the use of materials supplied by the client, including but not limited to inconsistencies in quality, compatibility with other project components, or compliance with industry standards and regulations. The client accepts these responsibilities.

The client agrees to pay for any additional associated labour costs or costs incurred due to delays, arising from issues with materials supplied by the client. This also includes materials attached to client supplied materials that have been provided by Hengovek Studio.

Any materials supplied by the client must be on-site or made available to Hengovek studio at least 3 days prior to the required installation or use date.

The client acknowledges and agrees that any warranty or guarantee provided by the manufacturer or supplier of materials supplied by the client shall be the sole responsibility of the client to pursue and enforce. Hengovek Studio shall not be liable for any claims, losses, or damages arising from defects or issues related to materials supplied by the client.

The client agrees that any damage done to Hengovek Studio's or subcontractors tools or equipment as a result of a foreign object within that material i.e. nails, bolts, screws or other very hard objects, regardless of the reason, it will be the clients responsibility to replace (not repair) that damaged tool or piece of machinery within 24hrs of the time of damage.
- 17. Material surplus:** Any surplus materials remaining after completion of the project supplied by Hengovek Studio shall remain the property of Hengovek Studio. Surplus materials may include but are not limited to, excess wood, ironmongery, paints or other construction materials. Hengovek Studio reserves the right to retain, dispose of, or repurpose surplus materials at its discretion. Clients shall not have any claim to or rights in the surplus materials unless expressly agreed upon in writing by both parties.

18. Payment Schedule: The standard payment schedule for projects with Hengovek Studio is as follows:

Initial Payment: A non-refundable deposit of 50% of the total project cost is due upon acceptance of these terms and conditions. This initial payment secures services, covers initial material purchases and project planning.

Fabrication Payment: A payment of 40% of the total project cost is due during the fabrication stage. This payment covers the cost of materials and labour incurred during the manufacturing process.

Final Payment: The remaining balance of 10% of the total project cost is due upon delivery or completion of the project. This final payment ensures that all aspects of the project have been completed to the client's satisfaction before finalising the transaction.

All payments to be made via Bacs transfer unless agreed in writing prior.

Clients are required to adhere to the agreed-upon payment schedule outlined here. Failure to make payments within the scheduled time (1 week of invoice issue) will result in work pausing and associated delays in the project timeline or termination of services by Hengovek Studio.

In the event that work has to be stopped due to late payment no guarantee can be given regarding future scheduling.

19. **Overdue Invoices:** In the event of overdue invoices exceeding 30 days from the issue date, Hengovek Studio will exercise the statutory right to claim interest at 8% over the Bank of England base rate and compensation for debt recovery costs under the Late payment Legislation.
20. **Ownership of Goods:** All goods, including but not limited to materials, cabinets, paint and construction supplies, remain the property of Hengovek Studio until paid for in full. Ownership of goods will transfer to the client only upon receipt of full payment for the services rendered.
21. **Client Supplied Measurements:** If the client chooses to provide measurements for the project either taken by themselves or another party, Hengovek Studio shall not be held responsible for any inaccuracies in the measurements provided. The client acknowledges that precise measurements are critical to the successful completion of the project and agrees to ensure the accuracy of any measurements supplied.
Hengovek Studio may offer guidance or assistance in obtaining accurate measurements upon request. However, the client understands that ultimate responsibility for the accuracy of measurements rests with them.
Inaccurate measurements provided by the client may result in errors or discrepancies in the final product, and any additional costs incurred due to such inaccuracies shall be the responsibility of the client.
Furthermore, the client agrees to promptly notify Hengovek Studio of any alterations or modifications made to the project that could affect previously provided measurements. This includes, but is not limited to, changes in structural elements, layout adjustments, or modifications to existing fixtures or fittings.
22. **Termination of Services:** Hengovek Studio reserves the right to terminate services at any time if the client fails to comply with these terms and conditions, if the client's conduct is

deemed detrimental to the project or the reputation of Hengovek Studio or if circumstances arise that make it impractical or impossible to continue with the project.

23. **Uncollected Goods:** In the event that completed goods are ready for delivery or installation, but the client fails to collect or make arrangements for delivery within 1 month after notification of completion, Hengovek Studio reserves the right to charge storage fees for holding the goods beyond the agreed-upon timeframe.

If goods remain uncollected for an extended period beyond the specified timeframe, Hengovek Studio reserves the right to take appropriate action, which may include, but is not limited to, selling or disposing of the goods to recover costs incurred.

It is the client's responsibility to ensure timely collection or arrangement of delivery for completed goods. Hengovek Studio will make reasonable efforts to accommodate scheduling requests, but cannot be held responsible for any delays or storage fees incurred due to the client's failure to collect goods promptly.

Free storage of items for longer than 1 month can be arranged but must be agreed in writing prior.

24. **Snag List:** Upon completion of the project, the client shall have the opportunity to compile a snag list detailing any outstanding issues or defects that require rectification. A snag list typically includes minor imperfections or unfinished work that does not meet the agreed-upon standards of quality or specified design. Within 5 days prior to the completion of the specified works the client and a representative of Hengovek Studio will jointly walk through the entire project and compile a snag list of works to be completed as outlined in the original contract/design.

This snag list will be a single document that will contain any and all items that Hengovek Studio and the client agree need to be done to fulfil the conditions of the project. Once Hengovek Studio has completed each item on the snag list the client will initial those items agreeing that they have been satisfactorily completed. Once this list is completed the client agrees this job is complete and the final 10% payment will be due payable on that day.

If the client fails to make themselves available to compile the Snag list as outlined above, the client accepts the Snag list that Hengovek Studio will assemble prior to the completion of the job, and will comply with the balance of the process for the Snag list.

If the client fails/refuses to sign off on completed Snag list items without due cause and agreement by Hengovek Studio then the client will be in default of this agreement.

Any additional work required to address items on the snag list that were not part of the original scope of work may incur additional costs, which will be discussed and agreed upon between the client and Hengovek Studio before proceeding.

25. **Protection of Work:** Hengovek Studio will take reasonable measures to protect the completed work from damage or vandalism during the construction process. However, the client acknowledges and agrees that Hengovek Studio shall not be held liable for any damage, loss, or theft of the completed work once it has been delivered, installed, or otherwise handed over to the client or their representatives.

Upon completion of the project, the client assumes responsibility for the maintenance and protection of the work. It is the client's responsibility to ensure that adequate measures are in place to protect the completed work from damage, including but not limited to exposure to adverse weather conditions, accidental impacts, or unauthorized access.

If the client requires assistance or advice on protecting the completed work, Hengovek Studio may provide recommendations or guidance upon request. However, any actions taken by the client to protect the work shall be at their own discretion and risk. Please be aware that often protective measures can be destructive too and need to be carefully considered.

26. **Pets and Children on the Job Site:** For safety reasons, the client agrees to keep pets and children away from the job site and storage areas during working hours. Work sites can pose various hazards, including sharp tools, heavy equipment, and potentially harmful materials, which may pose a risk to the safety of pets and children.

To ensure the safety of all parties involved, including Hengovek Studio staff and subcontractors, as well as the client's pets and children, the client agrees to make arrangements for pets and children to be supervised and kept away from the immediate vicinity of the job site.

Hengovek Studio shall not be held liable for any accidents, injuries, or damages that may occur as a result of pets or children being present on the job site during working hours. The client assumes full responsibility for ensuring compliance with this requirement and acknowledges the potential risks associated with allowing pets or children near the job site. Additionally, if Hengovek Studio staff or subcontractors are unable to access the job site or storage areas due to the presence of the client's pets and the potential harm they may cause, the client agrees to compensate Hengovek Studio for any lost hours and additional travel costs incurred as a result.

27. **Design Approval and Client Responsibility:** Upon presentation of the design proposal by Hengovek Studio, the client is responsible for reviewing and approving the proposed design. The client acknowledges that they have the opportunity to provide feedback and request revisions to ensure that the design meets their needs and expectations. The client should not under any circumstances press ahead unless they are certain that these needs are met. The client understands that they are responsible for ensuring that the finished item suits their needs and is appropriate for their intended use.

Hengovek Studio will make strong efforts to accommodate the client's requests and preferences during the design phase. However, the client acknowledges that Hengovek Studio cannot be held responsible for any dissatisfaction with the finished product that arises from design choices approved by the client.

It is the client's responsibility to communicate their requirements and preferences clearly during the design approval process. Any changes or modifications requested by the client after design approval may result in additional costs and delays, which shall be the responsibility of the client.

28. **Right to Swap Goods/Products:** In the event that certain goods or products become unavailable due to stock shortages, production delays, or other unforeseen circumstances, Hengovek Studio reserves the right to offer alternative goods or products of comparable quality and value.

29. Chosen Finishes and Materials: The client acknowledges that they are responsible for selecting finishes and materials that meet their preferences and requirements for the project. It is important for the client to ensure that they are satisfied with the chosen finishes and materials before proceeding with the project.

Hengovek Studio encourages clients to request and approve samples of finishes and materials if there is any doubt or uncertainty about their appearance or suitability. Samples provide an opportunity for the client to visualize how the finishes and materials will look in their space and to confirm that they meet their expectations.

Additionally, the client understands that many of the materials used by Hengovek Studio are natural products, which may exhibit variations in colour, texture, and appearance. While Hengovek Studio will make every effort to provide accurate representations of materials through samples, the client acknowledges that there may be variations between samples and the materials supplied on a larger scale.

It is important for the client to be aware of and accept the inherent unpredictability of natural materials. Hengovek Studio cannot guarantee that every piece of material will be identical to the sample provided, and variations should be expected as part of the natural beauty of these materials.

By engaging with Hengovek Studio, the client acknowledges and accepts responsibility for ensuring that they are satisfied with the chosen finishes and materials and that they understand the potential variations inherent in natural products.

Practical Considerations of Chosen Finishes and Materials:

The client accepts that they have discussed the practical needs of the chosen finishes or materials with Hengovek Studio and are satisfied with their suitability for the intended use. Practical considerations may include factors such as durability, maintenance requirements, and compatibility with the intended environment.

It's important for the client to consider not only the aesthetic appeal of the chosen finishes and materials but also their functionality and practicality. Hengovek Studio encourages open communication with clients to ensure that the selected finishes and materials meet both their aesthetic preferences and practical needs.

30. Refund Policy: Hengovek Studio is committed to providing the highest quality items and services to our clients. In the event that Hengovek Studio is unable to fulfil its promise due to unforeseen circumstances, such as material shortages, natural disasters, or other factors beyond our control, the client may be eligible for a full refund.

Refunds will only be considered under circumstances where Hengovek studio is unable to complete the project as agreed upon in the contract or agreement. The decision to issue a refund will be made at the discretion of Hengovek Studio and will be based on the specific circumstances of the situation.

If a refund is deemed appropriate, Hengovek Studio will provide the client with a full refund of any payments made for services or products not delivered as a result of the unforeseen circumstances. Hengovek Studio shall not be responsible for any delays or extra costs incurred by the client as a result of Hengovek Studio being unable to fulfil its promise. It is the client's responsibility to manage any associated costs or arrangements resulting from the refund.

Refunds will not be issued for changes in project scope, design preferences, or other factors within the client's control that result in modifications to the original agreement.

31. **Modification of Terms:** Hengovek Studio reserves the right to modify these terms and conditions at any time. Clients will be notified of any changes, and continued engagement with Hengovek Studio after such notification constitutes acceptance of the modified terms.

32. **Client Consent for Promotional Use:** The client consents to Hengovek Studio having the right to use photographs, video, and other media of the completed project and its construction for promotional and marketing purposes, including but not limited to, website content, social media posts, advertisements, and portfolio displays. This includes both digital and print media formats.

Hengovek Studio agrees to use such media in a professional manner and will make reasonable efforts to ensure that the client's property and personal information are not disclosed in a manner that would compromise privacy or security. However, the client acknowledges that Hengovek Studio cannot guarantee complete anonymity, particularly in cases where the project's unique features or location may be recognizable.

Should the client wish to restrict or prohibit the use of photographs, video, or other media of the project for promotional purposes, they must notify Hengovek Studio in writing prior to the commencement of the project. Hengovek Studio will make reasonable efforts to accommodate such requests, but it may impact the company's ability to effectively showcase its work and therefore a fee may be charged to compensate for this loss.

By engaging with Hengovek Studio the client acknowledges and agrees to grant Hengovek Studio the right to use photographs, video, and other media of the completed project for promotional purposes, as described above. If you have any questions or concerns regarding the use of media for promotional purposes, please contact us for clarification before proceeding.

33. **Photo Evidence as Proof of Delivery:** The client acknowledges and accepts that Hengovek Studio may take photographs or videos of the completed work as part of our standard operating procedures. These photographs or videos serve as evidence of delivery and completion of the project.

By engaging with Hengovek Studio, the client consents to the use of such photographic or video evidence for documentation and record-keeping purposes. This includes, but is not limited to, providing evidence of the condition of the completed work at the time of delivery. The client understands that these photographs or videos may be used internally by Hengovek Studio and may also be shared with relevant stakeholders, such as subcontractors or suppliers, as necessary for project management and quality assurance purposes. If the client has any concerns or objections regarding the use of photographic or video evidence, they should communicate these concerns to Hengovek Studio prior to the commencement of work.

The client agrees such photos will still be taken even if they have asked for Hengovek Studio to refrain from using media for promotional purposes. If a blanket ban is required, please contact us prior and we can arrange suitable other methods.

34. **Entire Agreement:** These terms and conditions constitute the entire agreement between the parties and supersede all prior agreements and understandings, whether written or oral, relating to the subject matter herein.

Guarantees

At Hengovek Studio, we take pride in crafting durable items designed to withstand the test of time. To ensure your satisfaction and peace of mind, we offer a lifetime guarantee covering the structural integrity of our cabinetry, safeguarding against unnatural bowing, warping, or cracking of the timber. Please note, this guarantee does not extend to instances of careless handling, purposeful or accidental damage, or neglect by you or any third party.

Our cabinetry is best maintained with a gentle cleaning method using warm water and a soft cloth. While we strive for excellence, we cannot be held liable for damages resulting from misuse or neglect outlined above. All paint is susceptible and likely to be damaged by physical and abrasive cleaning methods hence we suggest you avoid such methods.

It's important to understand that solid wood possesses inherent characteristics such as movement, knots, graining, and colour variations, which are natural and not considered imperfections. Minor cracking in the paintwork due to atmospheric changes or chipping from regular use may occur and can typically be repaired with touch-up paint. These occurrences are not covered under our guarantee.

Additionally, we want to emphasize that Hengovek Studio cannot be held responsible for damages caused by other contractors or tradespersons, such as plumbing or subsequent work.

For open shelving installations, we recommend storing lightweight items, such as glasses and decorative pieces. If you have specific heavy items to store this needs to be addressed at the design stage. Please be aware that our spice racks have a weight limit of 10 kilograms, drawers can accommodate up to 60 kilograms, and upper cabinets can safely hold 30 kilograms. Hengovek Studio does not assume liability for damages resulting from the storage of heavy items, including but not limited to plates, mugs, bowls, or crockery.

Our Architectural joinery is designed to allow for natural movement in timber, external doors will have a 3mm minimum gap around there perimeter to allow for this. Timber movement may manifest as slight changes in the dimensions or alignment of doors, drawers, or other components, as well as the appearance of gaps or cracks in the timber. These changes are considered natural and are not indicative of defects in materials or workmanship. Hengovek Studio cannot be held responsible for twists, warps, or other such movement that may occur after installation. However we will do our best to help, work with you and remedy the situation but additional costs may be incurred.

Third-Party Product Warranties:

Hengovek Studio provides cabinetry and related services, which may include the installation of third-party products such as taps, sinks, worktops, handles, and other accessories. While we strive to ensure the quality and integrity of all products and materials used in our projects, it's important to note that warranties for third-party products are subject to the terms and conditions set forth by their respective manufacturers or suppliers.

Hengovek Studio does not assume responsibility for the warranties of third-party products supplied by others. Any warranty claims or issues related to third-party products, including but not limited to defects in materials or workmanship, should be directed to the manufacturer or supplier of the product in question.

We encourage clients to review and understand the warranty terms provided by third-party product manufacturers or suppliers prior to installation. It is the responsibility of the client to familiarize themselves with the warranty coverage and to address any warranty-related concerns directly with the appropriate manufacturer or supplier.

Hengovek Studio will provide assistance and support in facilitating warranty claims or resolving issues related to third-party products to the best of our ability. However, ultimate responsibility for warranty coverage and resolution lies with the manufacturer or supplier of the product.