

# HIGHLAND HUTS

## Terms & Conditions

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### Effective from 20 June 2026 to 30 September 2026

Terms version: HH-TC-20/06/2026

Bravalan Ltd (trading as Highland Huts) - Company No. SC855006

Registered Office: 48 West George Street, 2nd Floor, Office 213, Glasgow, G2 1BP

Email: john@highlandhuts.co.uk

Customers are advised to read these Terms carefully before placing an order. By paying a deposit, approving a Final Specification, or otherwise confirming an order, the Customer confirms that they have read, understood, and agree to be bound by these Terms and Conditions, which form the contract between Bravalan Ltd and the Customer for the manufacture and supply of a shepherd's hut and any related products or services.

These Terms are drafted in accordance with applicable UK consumer protection legislation, including the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. These Terms and the Final Specification form the basis of the Contract.

Any deposit paid by the Customer forms part of the contract price and secures a production slot for the manufacture of the shepherd's hut. Deposits may also be used to cover initial design work, administrative costs, and the ordering of materials required to begin the build process. Once production has begun or materials have been ordered in accordance with the approved Final Specification, the deposit may become non-refundable except where required by law.

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### 1. Definitions and Interpretation

In these Terms the following definitions apply:

"Company", "we", "us", "our"

means Bravalan Ltd trading as Highland Huts.

"Customer", "you", "your"

means the person or legal entity purchasing the Hut.

"Hut"

means the shepherd's hut manufactured and supplied by the Company.

"Final Specification"

means the written specification and drawings approved by the Customer prior to manufacture.

"Completion Notice"

means written confirmation issued by the Company confirming that the Hut has been completed and that the final balance is payable.

"Contract"

means the legally binding agreement between the Company and the Customer.

"Material Defect"

means a defect which materially affects the structural integrity, weatherproofing, or safe use of the Hut.

"Minor Cosmetic Snag"

means a minor aesthetic imperfection that does not affect the structural integrity or intended use of the Hut.

Headings are for convenience only and shall not affect interpretation.

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## 2. Formation of Contract

2.1 A binding Contract is formed when the Customer:

- (a) confirms approval of the Final Specification;
- (b) confirms acceptance of the Customer Agreement and these Terms and Conditions; and
- (c) pays the required deposit.

2.2 The Contract consists of:

- (a) these Terms and Conditions;
- (b) the Customer Agreement; and
- (c) the Final Specification.

2.3 These documents form the entire agreement between the parties.

2.4 Any other written or verbal statements, representations, discussions, drawings, messages, or communications are for general guidance only and shall not form part of the Contract unless expressly incorporated into the Final Specification.

2.5 Nothing in this clause excludes or limits liability for fraudulent or negligent misrepresentation.

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## 3. Final Specification

3.1 The “Final Specification” means the specification, layout, options, and selections:

- (a) submitted by the Customer through the Company’s online quote system; or
- (b) provided to the Customer by the Company via email or written quotation;

and in each case approved by the Customer in writing or by email prior to manufacture.

3.2 The Final Specification represents the complete and agreed description of the Hut to be manufactured.

3.3 The Hut shall be manufactured in accordance with the Final Specification approved by the Customer.

3.4 Only items expressly included in the Final Specification form part of the Contract.

3.5 No other drawings, messages, discussions, or representations shall form part of the Final Specification unless expressly incorporated into it.

3.6 Variations in timber grain, colour, knots, and other natural characteristics are inherent to timber construction and do not constitute defects.

3.7 All stated dimensions are approximate and subject to normal construction tolerances inherent in handcrafted timber buildings. Minor variations in dimensions, levels, trims, finishes, and internal measurements may occur as a result of material characteristics, manufacturing methods, and fitting tolerances.

3.8 Any such variation shall be minor only and shall not materially affect the overall size, appearance, structural integrity, weatherproofing, or intended use of the Hut, nor result in the Hut being materially different from the Final Specification.

3.9 For guidance only, minor dimensional tolerances of up to approximately 25mm may occur in certain elements of the Hut. This is a construction tolerance only and does not permit any material departure from the agreed overall specification or layout.

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## 4. Illustrations and Marketing Materials

4.1 Photographs, website images, demonstration units, and marketing materials are illustrative only.

4.2 Colours, finishes, layouts, and proportions may vary.

4.3 Such materials do not form part of the Contract unless expressly incorporated into the Final Specification.

4.4 Images, samples, or illustrations of flooring types, finishes, or materials shown in the specification process or marketing materials are provided for indicative purposes only. The Company will use reasonable efforts to source and install materials that closely match the selected style and shade; however, exact matches cannot be guaranteed. Variations may occur due to supplier availability, manufacturing differences, or product discontinuation. The Company reserves the right to use equivalent alternatives of a similar style, tone, and quality where necessary.

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## **5. Nature of Construction**

5.1 Each Hut is individually handcrafted using natural timber and traditional construction methods.

5.2 Minor cosmetic characteristics inherent to handcrafted construction may include:

- visible fixings
- trim joints
- sealant lines
- minor surface irregularities.

5.3 Such characteristics are normal and shall not constitute manufacturing defects.

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## **6. Deposit and Order Confirmation**

6.1 A deposit of 20% of the total purchase price is required to confirm the Customer's order and secure a production slot, following the Customer's written approval of the Final Specification.

6.2 The Company is not required to order materials, allocate production time, or commence manufacture until the deposit has been received in cleared funds and the Final Specification has been approved in writing.

6.3 The Company will provide reasonable notice of the anticipated build start date, completion date, and any expected payment dates. Where an order is placed for an immediate or short-notice build slot, the Company may require payment within a shorter timeframe, which will be clearly communicated to the Customer.

6.4 Once materials have been ordered, production has been scheduled, or manufacture has commenced, the deposit may be retained in whole or in part by the Company to cover reasonable costs and losses incurred, including materials, labour, administration, design/specification work, and loss of production capacity.

6.5 Any retained sum shall be proportionate to the costs actually incurred and any loss reasonably suffered by the Company at the time of cancellation.

6.6 Upon reasonable request, the Company may provide a breakdown or explanation of costs incurred at the time of cancellation, including supporting evidence where reasonably available.

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## **7. Changes to Orders**

7.1 Requests to amend the Final Specification must be submitted in writing.

7.2 A typical amendment window of 7 days following specification approval may apply.

7.3 Amendments requested after this period may not be possible, particularly where materials have already been ordered or manufacture has commenced.

7.4 Any approved amendments may result in changes to the price, specification, and/or delivery timeframe.

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## **8. Price and Payment**

8.1 All prices are stated in Pounds Sterling (GBP) and include VAT where applicable.

8.2 Unless otherwise agreed in writing, payment shall be made as follows:

- (a) 20% deposit upon order confirmation; and
- (b) 80% final balance upon issue of the Completion Notice and before delivery, collection, installation, or handover.

8.3 All payments must be received in cleared funds by the due date specified by the Company.

8.4 The Company may accept payment by bank transfer, secure card payment, or another approved payment method. The Company reserves the right to restrict, refuse, or withdraw certain payment methods at its discretion, particularly for high-value transactions.

8.5 The Company reserves the right to delay manufacture, delivery, installation, collection, or handover until any scheduled payment has been received in cleared funds.

8.6 Title to the Hut shall not pass to the Customer until full payment has been received in cleared funds.

8.7 The Company reserves the right to verify the identity of the Customer, the source of funds, and any payment details provided. The Company may refuse, delay, or suspend performance of the Contract where:

- (a) payment details, customer identity, or delivery information are inconsistent;
- (b) payment is made by a third party not clearly connected to the Customer; or
- (c) the Company is unable to reasonably verify the legitimacy of the transaction.

8.8 The Company shall not be in breach of the Contract for any delay, refusal, or suspension under clause 8.7 where such action is taken reasonably and in good faith.

8.9 Screenshots, payment confirmations, or third-party notifications shall not be accepted as evidence of payment. Payment shall only be deemed received once cleared funds are available in the Company's bank account.

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## **9. Completion Notice and Final Payment**

9.1 Upon completion of manufacture the Company shall issue a Completion Notice.

9.2 Photographs of the completed Hut may be provided.

9.3 The Customer shall have seven (7) working days from the date of the Completion Notice to arrange payment of the outstanding balance.

9.4 The Company may offer the Customer the opportunity to inspect the Hut at the Company's premises prior to delivery where reasonably practicable.

9.5 Delivery or collection of the Hut shall not occur until full payment has been received in cleared funds. The Company reserves the right to withhold delivery until all outstanding sums have been paid.

9.6 Minor Cosmetic Snags shall not delay payment obligations.

9.7 If a Material Defect is identified which significantly affects the usability or structural integrity of the Hut, the Company shall remedy such defect within a reasonable timeframe.

9.8 The Customer shall not withhold or delay any payment due under the Contract due to Minor Cosmetic Snags or non-material issues. This does not prevent the Customer from raising a genuine dispute in respect of a Material Defect. Where a genuine dispute exists regarding a Material Defect, the parties shall seek to resolve the issue in good faith.

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## 10. Late Payment and Abandonment

10.1 If payment remains outstanding 14 days after the due date, the Company may issue a Final Payment Notice.

10.2 If payment remains unpaid 21 days after the Final Payment Notice, the order may be treated as abandoned.

10.3 In such circumstances the Company may:

- retain possession of the Hut
- resell the Hut
- retain sums reasonably necessary to cover materials, labour, administration, storage, and resale losses, after taking into account any amount recovered through resale of the Hut

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## 11. Bespoke Goods and Cancellation

11.1 Each Hut is manufactured to the Customer's specification and therefore constitutes bespoke goods.

11.2 The Final Specification shall record the materials, layout, finishes, or configuration selected or approved by the Customer.

11.3 The Customer acknowledges that such choices render the Hut a custom-made product manufactured to the Customer's specifications.

11.4 Where the Contract is made at a distance or off-premises, the Customer may have statutory cancellation rights before manufacture begins. Those rights may not apply, or may be lost, where the Hut is made to the Customer's specifications or where the Customer has expressly requested work to begin during any applicable cancellation period.

11.5 Payments may be retained to cover reasonable production costs incurred by the Company.

11.6 Where the Customer requests that manufacture begins during any applicable cancellation period, the Customer acknowledges that cancellation rights may be reduced or lost in accordance with applicable law.

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## 12. Build Times

12.1 Typical build time is approximately 8 weeks following approval of the Final Specification.

12.2 Delivery dates are estimates only.

12.3 The Company shall not be liable for delays outside its reasonable control.

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## 13. Delivery, Access and Site Requirements

13.1 Delivery shall normally be arranged by the Company using a suitable transport provider.

13.2 Delivery is typically carried out using an 18-tonne HIAB lorry (lorry-mounted crane) or similar vehicle suitable for transport and lifting.

13.3 Delivery pricing is based on standard, straightforward transport and placement only, calculated primarily on mileage from the Company's workshop.

13.4 Standard delivery pricing assumes:

- (a) suitable vehicle access to the site for an 18-tonne lorry;
- (b) adequate space for safe unloading and crane operation;
- (c) firm, level, and stable ground conditions;
- (d) no unusual restrictions, obstacles, or access limitations.

13.5 Delivery pricing does not include:

- (a) ferry or water transport;
- (b) island delivery logistics;
- (c) restricted or limited access routes;
- (d) tight turns, narrow access points, or overhead obstructions;
- (e) poor ground conditions or unstable terrain;
- (f) steep gradients or difficult positioning conditions;
- (g) additional lifting requirements beyond standard HIAB reach or capability;
- (h) any additional labour or equipment required due to site-specific conditions.

13.6 Where non-standard conditions apply, additional costs may arise and will be assessed and agreed separately prior to delivery.

13.7 The Customer is responsible for ensuring that the delivery location is suitable, accessible, and safe for delivery and positioning.

13.8 The Customer must ensure:

- (a) sufficient access for an 18-tonne delivery vehicle;
- (b) adequate height clearance, including trees, cables, and structures;
- (c) sufficient space for safe unloading and crane operation;
- (d) firm, level, and stable ground conditions for both vehicle and placement.

13.9 The Hut is lifted into position using the HIAB crane and must be placed as close as reasonably possible to the final location.

13.10 The Hut is not designed to be manoeuvred over long distances or around tight corners once delivered.

13.11 If access is restricted or uncertain, the Customer must contact the Company prior to ordering. The Company shall not be responsible for delivery failure where access information has not been accurately disclosed.

13.12 Where standard delivery is not possible, alternative arrangements or additional equipment may be required and will be assessed and charged accordingly.

13.13 Delivery to islands or remote locations is subject to individual assessment.

13.14 Additional costs may apply due to:

- (a) ferry transport;
- (b) extended travel distances;
- (c) logistical complexity;
- (d) local access limitations.

13.15 Delivery pricing for such locations shall be confirmed on enquiry and must be agreed before manufacture or delivery proceeds.

13.16 If delivery cannot be completed due to:

- (a) unsuitable access;
- (b) inadequate site preparation;
- (c) unsafe conditions;
- (d) inaccurate or incomplete information provided by the Customer;

the Customer shall be responsible for all reasonable costs incurred.

13.17 Such costs may include:

- aborted delivery
- return transport
- storage
- re-delivery

13.18 Risk in the Hut shall pass to the Customer upon successful unloading at the delivery location.

13.19 Where delivery is arranged by the Company, the Company remains responsible for the Hut during transit until delivery has occurred.

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## **14. Inspection and Acceptance**

14.1 The Customer shall inspect the Hut upon delivery.

14.2 Visible damage must be recorded and photographed.

14.3 Any hidden transit damage should be reported as soon as reasonably practicable and, where possible, within 48 hours of delivery. Failure to notify within 48 hours will not by itself invalidate a claim, but prompt notification is requested to assist investigation and any transit claim.

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## **15. Snagging**

15.1 Minor Cosmetic Snags may occur in handcrafted construction.

15.2 Such snags do not affect structural integrity or usability and shall not delay payment obligations.

15.3 Material Defects affecting usability or weatherproofing shall be remedied within a reasonable time.

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## **16. Wheels and Chassis**

16.1 Shepherd's huts are designed as static structures.

16.2 Wheels are decorative and positional only and are not intended for road use or transportation.

16.3 The wheels are not fitted with braking systems and must not be relied upon to secure or hold the Hut in position under any circumstances.

16.4 The Hut must not be transported using its wheels. Any attempt to move or transport the Hut on its wheels is unsafe and undertaken entirely at the Customer's risk.

16.5 The Hut must be installed on suitable foundations, with the chassis skids fully supported on appropriate load-bearing blocks or base structures positioned on flat, level, and stable ground.

16.6 The Hut must not be left sitting on its wheels for long-term use. Leaving the Hut supported by its wheels is not recommended due to:

- (a) risk of movement or rolling due to lack of braking;
- (b) risk of ground subsidence or collapse under load;
- (c) instability of the structure;
- (d) increased risk of structural stress or damage;
- (e) deterioration and potential rot of the wheels where exposed to moisture or in contact with wet ground.

16.7 The Customer is responsible for ensuring the Hut is properly supported and installed in accordance with these requirements.

16.8 The Company accepts no liability for damage, instability, loss, or safety issues arising from:

- (a) improper support or installation;
- (b) the Hut being left on its wheels;

- (c) reliance on the wheels to secure the Hut; or
  - (d) movement or attempted transportation after delivery.
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## **17. Electrical Installations**

17.1 The Company may offer electrical options including:

- (a) no electrical installation;
- (b) first fix electrical preparation; or
- (c) a fully installed internal electrical system.

17.2 Where no electrical installation is selected, the Hut shall be supplied without electrical wiring or fittings, and all electrical works shall be the responsibility of the Customer.

17.3 Where a first fix electrical preparation is selected:

- (a) the Company may install internal cabling and back boxes only;
- (b) no connection to any electrical supply shall be made;
- (c) no testing or certification shall be provided;
- (d) all further electrical works, including connection, fit-off, and certification, shall be carried out by a qualified electrician appointed by the Customer.

17.4 Where a fully installed internal electrical system is selected:

- (a) the Company shall install internal wiring, consumer unit, sockets, switches, and lighting within the Hut;
- (b) final connection to an existing electrical supply shall be carried out by a qualified electrician arranged by or on behalf of the Company;
- (c) testing and certification of the internal installation shall be provided following connection.

17.5 The Customer acknowledges that:

- (a) a suitable electrical supply must already be installed at the Hut location prior to connection;
- (b) installation of the supply cable from the main property or other source is not included in the Contract unless expressly agreed in writing;
- (c) the incoming electrical supply must be safe, compliant, and suitable for connection, and may be inspected prior to connection.

17.6 The Customer acknowledges that the required electrical supply capacity will depend on the Final Specification and the electrical items selected, including but not limited to sockets, lighting, electric heating, water heating, kitchenette appliances, and electric showers. High-load electrical items may require a larger dedicated supply than a standard hut electrical layout.

17.7 Any estimated supply requirement provided by the Company is for general guidance only and must not be relied upon as electrical design advice. The required supply capacity, cable size, protective devices, earthing arrangements, and final connection requirements must be calculated, installed, inspected, tested, and certified by a qualified electrician.

17.8 The Company shall not be responsible for any delay, additional cost, non-compliance, under-specified supply, unsuitable external electrical provision, or inability to connect the Hut where the external supply is inadequate for the Customer's selected specification.

17.9 The Company shall not be responsible for:

- (a) the installation, routing, or condition of any external supply cable;
- (b) delays caused by unsuitable, unsafe, or incomplete site electrical provision;
- (c) additional costs arising from site-specific electrical requirements.

unless expressly agreed otherwise in writing by the Company.

17.10 All electrical certification is issued by independent qualified electricians. The Company does not itself certify electrical compliance.

## **18. Certification and Compliance**

18.1 The Company does not certify compliance with:

- Building Regulations
- accommodation licensing

18.2 Where electrical or other specialist certification is provided, such certification is issued by independent qualified contractors and not by the Company.

18.3 Where certification is issued by an independent qualified contractor, the certification itself reflects that contractor's professional assessment. Nothing in these Terms excludes liability for the Company's own acts or omissions or for any liability that cannot lawfully be excluded.

18.4 Compliance with all applicable laws, regulations, permissions, certifications, and third-party requirements remains the responsibility of the Customer.

18.5 The Company does not provide architectural, engineering, planning, structural, regulatory, or professional advice of any kind.

18.6 Any drawings, layouts, specifications, dimensions, or guidance provided by the Company are supplied solely for the purpose of manufacturing, illustration, and general reference.

18.7 Such materials must not be relied upon as professional advice or as confirmation of compliance with any laws, regulations, or third-party requirements.

18.8 The Customer is responsible for obtaining independent professional advice where required and for ensuring that the intended use, siting, installation, and operation of the Hut complies with all applicable requirements.

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## **19. Maintenance**

To maintain warranty coverage the Customer must:

- maintain timber treatments
- maintain ventilation
- inspect seals and joints
- maintain airflow beneath the Hut.

The Customer must carry out reasonable routine maintenance, including re-treating external timber in accordance with the manufacturer's or Company's guidance, keeping vents clear, inspecting visible seals and joints periodically, and maintaining airflow beneath and around the Hut.

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## **20. Environmental Conditions**

The Hut is not designed for permanent residential occupation unless expressly specified.

Damage caused by flooding, storm damage, standing water, subsidence, coastal exposure, or other abnormal site or environmental conditions not caused by a defect in workmanship is excluded from warranty cover.

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## **21. Water Ingress**

The Company shall not be responsible for moisture issues caused by inadequate foundations, poor drainage, or insufficient ventilation, where such issues are not caused by a defect in workmanship.

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## 22. Warranty

22.1 The Company warrants that the Hut has been constructed using appropriate materials and reasonable workmanship standards.

22.2 A three (3) year structural and weatherproof warranty applies from the date of delivery and covers:

- (a) the principal structural frame;
- (b) the chassis;
- (c) the external shell and roof system insofar as required to maintain weatherproofing under normal use;
- (d) defects arising directly from workmanship.

22.3 This warranty does not cover:

- (a) natural timber movement, including shrinking, swelling, splitting, or warping;
- (b) colour changes, weathering, or natural silvering of timber;
- (c) algae, mould, mildew, or organic growth;
- (d) general wear and tear;
- (e) lack of maintenance, including failure to reapply protective treatments;
- (f) damage caused by inadequate foundations, poor drainage, or insufficient ventilation;
- (g) water ingress arising from site conditions outside the Company's control;
- (h) damage occurring after delivery, including movement, relocation, or modification of the Hut;
- (i) any work carried out by third parties;
- (j) electrical, plumbing, appliances, and installed equipment.

except where caused by a defect in workmanship.

22.4 This warranty is conditional upon:

- (a) the Hut being properly maintained;
- (b) adequate ventilation being maintained;
- (c) suitable base and site conditions being provided;
- (d) no unauthorised modifications being made.

Failure to meet these conditions may invalidate the warranty.

22.5 The Company will assess whether a defect falls within the scope of this warranty acting reasonably and in good faith.

22.6 Where a valid claim is accepted, the Company will, acting reasonably, either repair the defect or replace the affected component.

22.7 A twelve (12) month workmanship warranty applies to minor manufacturing defects.

22.8 Electrical, plumbing, appliances, and other fitted equipment are covered by manufacturer warranties where applicable.

22.9 This warranty is provided in addition to the Customer's statutory rights.

22.10 Unless otherwise agreed in writing by the Company, this warranty is non-transferable and applies only to the original purchaser of the Hut.

22.11 The Company will use reasonable efforts to resolve any valid issues in a fair and practical manner and aims to ensure the Customer is satisfied with the outcome.

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## 23. Planning Permission

The Customer is responsible for determining whether planning permission or licences are required. The Company cannot guarantee planning approval and recommends that the Customer obtains independent advice where necessary.

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## 24. Intended Use

Huts are supplied as garden buildings unless otherwise specified.

Compliance with regulations relating to rental or commercial use remains the responsibility of the Customer.

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## 25. Foundations and Site Preparation

25.1 The Customer is responsible for ensuring that a suitable base is prepared prior to delivery.

25.2 The base must:

- (a) be level and stable;
- (b) be structurally suitable;
- (c) be completed before delivery;
- (d) be appropriate for the size and weight of the Hut.

25.3 Common base types include:

- concrete pads
- timber sleepers
- concrete slab

25.4 The Company does not provide groundworks or base installation unless expressly agreed in writing.

25.5 Failure to provide a suitable base may:

- (a) delay installation;
- (b) prevent delivery;
- (c) require repositioning at additional cost.

25.6 Issues arising from inadequate or incorrect base preparation shall not constitute a defect in the Hut.

25.7 The Customer may install decking, steps, or other adjacent structures; however, such installations must not restrict airflow around or beneath the Hut.

Adequate ventilation must be maintained at all times to prevent moisture build-up, condensation, and timber deterioration. Structures placed too close to the Hut, or which limit airflow, may result in algae, mould, or material degradation.

The Company accepts no liability for any damage, deterioration, or maintenance issues arising from restricted airflow, moisture retention, or the proximity of external structures installed by or on behalf of the Customer.

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## 26. Liability

The Company is responsible for foreseeable loss and damage caused by the Company's breach of contract or failure to use reasonable care and skill. The Company is not responsible for loss or damage which is not foreseeable, or which arises from the Customer's failure to comply with these Terms, inadequate site preparation, or matters outside the Company's reasonable control, except where liability cannot lawfully be excluded, including under the Consumer Rights Act 2015.

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## 27. Force Majeure

The Company shall not be liable for delays caused by events beyond its reasonable control.

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## 28. Data Protection

Personal data shall be processed in accordance with UK GDPR. See our [Privacy Policy](#).

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## 29. Intellectual Property

All designs, drawings, and images remain the intellectual property of the Company. The Customer is granted a non-exclusive licence to use such drawings solely for planning applications and site preparation purposes.

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## 30. Dispute Resolution

The Customer may raise any complaint or dispute with the Company in writing. The Company will review the matter in good faith and respond within a reasonable timeframe, setting out its decision and any proposed resolution. The Company aims to resolve issues promptly and fairly. Nothing in this clause prevents the Customer from pursuing any legal rights or remedies available under consumer law.

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## 31. Governing Law

These Terms shall be governed by the laws of Scotland.

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## 32. Severability

If any provision of these Terms is found by a court or other competent authority to be invalid, unlawful, or unenforceable, that provision shall be deemed severed to the minimum extent necessary, and the remaining provisions shall continue in full force and effect.

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## 33. Timber Behaviour

Timber is a natural material that may expand, contract, and change colour over time. Such characteristics are normal and shall not constitute defects, unless they render the Hut not of satisfactory quality or not fit for its intended purpose.

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## 34. Condensation and Ventilation

Condensation may occur depending on humidity and ventilation conditions. Adequate ventilation must be maintained. Condensation does not constitute a manufacturing defect.

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## 35. Nominal Dimensions

The Hut shall be constructed to the size selected and agreed in the Final Specification. All dimensions are approximate and subject to normal construction tolerances inherent in handcrafted timber buildings. Internal dimensions may vary due to insulation, internal linings, and construction methods. External dimensions may vary due to cladding systems, trims, and finishes. Minor dimensional variations are normal and shall not constitute a defect.

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## 36. Card Payments and Chargebacks

36.1 The Customer is encouraged to contact the Company in the first instance to allow a reasonable opportunity to investigate and resolve any issue before initiating a payment dispute or chargeback.

36.2 Nothing in these Terms affects the Customer's statutory rights to raise a payment dispute where entitled to do so.

36.3 Where a chargeback or payment dispute is initiated, the Company reserves the right to:

- (a) immediately suspend manufacture, delivery, or performance of the Contract pending resolution;
- (b) retain possession of the Hut;
- (c) treat the order as suspended until the dispute is resolved;
- (d) recover any reasonable costs, losses, or expenses incurred as a result of the chargeback, including administrative costs and third-party fees, where the chargeback is found to be unjustified.

36.4 The Company may provide evidence to the relevant payment provider or financial institution demonstrating:

- (a) the bespoke nature of the goods;
- (b) the Customer's approval of the Final Specification;
- (c) the staged payment structure; and
- (d) compliance with the Contract.

36.5 The Customer acknowledges that initiating a chargeback does not cancel or terminate the Contract and that all contractual obligations remain in effect unless otherwise agreed in writing or determined by a competent authority.

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## 37. Retention of Title and Recovery

37.1 Ownership remains with the Company until full payment is received.

37.2 The Company may:

- (a) withhold delivery;
- (b) refuse installation;
- (c) recover possession of the Hut where payment is not made.

37.3 The Customer shall provide the Company with reasonable access for the purpose of exercising its rights under this Clause 37, where lawful and reasonably required.

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If you have any questions about our Terms and Conditions, please get in touch:

 [john@highlandhuts.co.uk](mailto:john@highlandhuts.co.uk) or visit our **Contact Us** page.