

HIGHLAND HUTS

Terms & Conditions

Effective from 1 October 2026

Terms version: HH-TC-01/10/2026

Highland Huts Limited (formerly Bravalan Ltd) - Company No. SC898546

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

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These Terms explain the agreement between Highland Huts Ltd (the Company) and the Customer for the manufacture and supply of a shepherd's hut. They are intended to be clear and fair while protecting both parties.

These Terms apply to contracts formed on or after 1 September 2026. Earlier contracts remain subject to the terms agreed when they were formed unless the Customer and the Company later agree a written variation.

Nothing in these Terms limits any statutory consumer right that cannot lawfully be limited or excluded.

In these Terms, a 'Consumer' means an individual acting wholly or mainly outside their trade, business, craft or profession. A Customer buying wholly or mainly for business purposes is referred to as a Business Customer where a distinction is necessary.

1. Company name and previous Bravalan contracts

1.1 Bravalan Ltd has traded as Highland Huts under company number SC898546. From 1 September 2026, subject to the registered name change taking effect at Companies House, the same legal company will trade and contract as Highland Huts Ltd.

1.2 A Customer whose quotation, invoice, Order Confirmation or other document refers to Bravalan Ltd remains contracted with the same legal company. A change of registered name does not cancel, replace or transfer an existing contract, deposit, warranty, liability or obligation.

1.3 From the effective date of the registered name change, new correspondence, quotations, invoices and contracts will use Highland Huts Ltd.

2. The Contract, website information and Final Specification

2.1 An 'Order Confirmation' is the email sent by the Company confirming the principal order details and referring to or attaching the Final Specification, the applicable version of these Terms and the payment arrangements. Unless the Company expressly agrees otherwise in writing, the Contract is formed when the Customer clearly confirms by email that they accept the Order Confirmation, Final Specification and these Terms, and the required deposit is received in cleared funds.

2.2 The Contract consists of the Order Confirmation email, these Terms, the Final Specification and any later variation agreed in writing by both parties. The Company will send the Customer the applicable Terms and the order information by email in a form that can be retained. A later agreed written variation takes priority only to the extent of the specific change it makes.

2.3 The Final Specification is the agreed description of the Hut, including its size, layout, options, materials and finishes. The Customer must review it carefully and raise any error, omission or requirement that is important to them before approval. The Company will

manufacture the Hut substantially in accordance with the approved Final Specification and any later agreed variation.

2.4 The online builder, delivery calculator, website options, photographs, previous builds and preliminary discussions help the Customer choose a Hut but do not by themselves create an order. Before the Contract is formed, the Company will confirm the material price and specification in the Order Confirmation and Final Specification and will provide the applicable Terms by email. Nothing in this clause excludes pre-contract information that is binding by law.

2.5 Examples of previous huts, third-party accommodation listings, nightly rates or suggested uses are illustrative only. The Company does not guarantee planning or licensing approval, occupancy, rental income, profitability or any particular commercial return.

2.6 In these Terms, 'in writing' includes email sent to the email address normally used by the parties for the order. Where these Terms require express written authority or approval, a clear email confirmation is sufficient.

2.7 Timber is a natural material. Reasonable variations in grain, knots, colour, tone and minor handcrafted details are normal and are not defects unless they materially affect quality, safety, weatherproofing or conformity with the Contract.

2.8 Standard size descriptions such as 3.6 m x 2.4 m, 4.8 m x 2.4 m and 6.0 m x 2.4 m are nominal construction sizes. Unless the Final Specification expressly states otherwise, these dimensions refer broadly to the principal structural frame or chassis footprint and are not guaranteed finished internal or external clear dimensions.

2.9 Finished external dimensions may be slightly greater because of cladding, membranes, trims, roof overhangs and other finishes. Finished internal clear dimensions will normally be smaller because of the structural frame, insulation, plasterboard or other linings, skirtings and finishes. Handcrafted construction may also result in minor dimensional variation.

2.10 If an exact or maximum dimension is important for access, foundations, planning, boundaries, an existing opening, furniture, equipment or any other reason, the Customer must tell the Company directly in writing before approving the Final Specification and state the dimension or tolerance required. The Company will consider the request and, where reasonably practicable, confirm in writing what can be accommodated. An exact dimension is not guaranteed unless it is expressly recorded as a specific requirement in the Final Specification or a later written variation.

2.11 The Customer should not construct a close-fitting base, opening, enclosure or adjoining structure, or order an item that depends on an exact finished Hut measurement, solely from a nominal website size. Where a measurement is critical, the Customer should request confirmation from the Company before committing to the dependent work or purchase.

3. Price, quotations, deposit and payment

3.1 Website prices and calculator results are estimates until reviewed and confirmed in a written quotation. An obvious technical, typographical or calculation error identified before the Contract is formed may be corrected before the order is accepted.

3.2 Once the Contract is formed, the agreed Hut price will not be changed except for a variation agreed with the Customer, an additional cost properly arising under these Terms, or another change permitted or required by law.

3.3 Prices are in Pounds Sterling and include VAT where legally applicable. The VAT position applying when the order is accepted will be stated or reflected in the quotation.

3.4 Unless otherwise agreed, the Hut price is payable by a 20% deposit when the order is confirmed and the remaining 80% following the Completion Notice and before delivery, collection or handover.

3.5 Direct charges from an independent Transport Provider under clause 7 are separate from payments to the Company and are not part of the Hut payment collected by the Company.

3.6 The Company may delay manufacture, delivery or handover while an undisputed amount properly due to the Company remains unpaid. Ownership of the Hut remains with the Company until the full Hut price and any other undisputed sums properly due to the Company have been paid. Risk during delivery is dealt with separately in clause 7.

4. Bespoke orders, cancellation and specification changes

4.1 Where a Hut is made to the Customer's specifications or is clearly personalised, the statutory 14-day cancellation right that normally applies to distance or off-premises contracts does not apply to that bespoke Hut. If an order does not fall within that statutory exception, any applicable cancellation right will continue to apply.

4.2 This does not affect any right the Customer may have because of defective goods, breach of Contract, non-performance or another legal remedy.

4.3 If the Customer cancels and the Company is legally entitled to retain or recover costs, the amount will be limited to reasonable, evidenced losses and costs that the Company cannot reasonably avoid or recover. The Company will take reasonable steps to reduce its loss.

4.4 Reasonable losses following Customer cancellation may include non-returnable or specially ordered materials, committed subcontractor or labour costs, reasonable design or administration costs already incurred, and genuine loss arising from production capacity reserved for the Customer. Reserved production capacity will be included only to the extent the Company can reasonably evidence an actual loss and has taken reasonable steps to reduce that loss, including, where practicable, offering the released production slot to another customer. Any amount reasonably recovered through the return, reuse or resale of materials or the Hut, or by refilling the production slot, will be taken into account when calculating the Company's loss.

4.5 The Company may keep contemporaneous records of materials ordered or allocated, supplier commitments, subcontractor or labour commitments, design and administration time, production scheduling and reasonable steps taken to reduce any cancellation loss. These records may be used to explain and evidence the calculation of any amount retained or claimed following cancellation.

4.6 Minor alterations to the Final Specification may be agreed by email between the Customer and the Company without issuing a completely new Final Specification. Examples include a colour or finish, a particular fitting or product, a small positional adjustment, or another detail that does not materially change the Hut.

4.7 An email variation is binding only where the proposed change is clearly identified and clearly accepted by both parties. A later agreed email variation supplements the Final Specification and takes priority only in relation to the particular point that has been changed.

4.8 Changes agreed by email must remain minor. A change that materially affects the Hut's overall size, principal structure, main layout, major electrical or plumbing arrangement, intended use, Contract price or expected completion date must be dealt with as a formal written variation and may require a revised Final Specification.

4.9 Telephone, WhatsApp and other informal communications may be used to discuss progress, choices and practical details, but they do not amend the Final Specification unless the

Company subsequently confirms the agreed change by email or another written variation. Silence, a message reaction or an acknowledgement that does not clearly accept the change is not by itself approval.

4.10 During manufacture the Company may identify a minor practical adjustment that would improve fit, function, safe installation or use of the available space. Where the adjustment would be visible to the Customer or could reasonably affect function, the Company will explain it and seek approval before proceeding. The Company may make minor hidden construction adjustments that do not materially disadvantage the Customer or alter the agreed appearance, function, quality, price or intended use.

4.11 If the Customer selects optional fittings, finishes or third-party products after the original Final Specification, the Company may agree to obtain them for the Customer. Where the item is outside an agreed allowance or price, the Company will confirm the additional price and any material delivery charge before ordering. The Company is not required to place the order until the Customer has approved the item and price in writing.

4.12 If a specified or customer-selected product becomes unavailable, discontinued, unsuitable or materially changes in price before it is ordered, the Company will notify the Customer and may propose a reasonably equivalent alternative. A material substitution affecting appearance, function, quality, value or price will not be made without the Customer's agreement.

4.13 Reference photographs, screenshots and product links supplied by the Customer are treated as design guidance unless an exact product is expressly identified and agreed. Where an exact item is not agreed, the Company may source the closest reasonably suitable match, subject to availability, compatibility and any agreed additional cost.

4.14 If the Company reasonably recommends a feature, fitting or arrangement because of ventilation, usability, maintenance or another practical consideration and the Customer knowingly chooses a different option, the Company is not responsible for a later problem caused solely by that informed choice. The Company will not follow a Customer instruction that it reasonably considers unsafe, unlawful or incompatible with the agreed construction. Nothing in this clause limits liability for the Company's own defective work or any statutory right.

4.15 Where the Customer supplies or purchases an appliance, fitting, material or other item for incorporation into the Hut, the Customer is responsible for providing accurate dimensions and product information and for ensuring the item is available when needed. The Company may refuse an item that is unsuitable, unsafe or incompatible with the build. The Company remains responsible for using reasonable care and skill when installing an accepted customer-supplied item, but is not responsible for an inherent defect, incorrect specification, missing part, delay or manufacturer warranty issue relating to the item itself.

4.16 Before installing a customer-supplied item, the Company may inspect its apparent condition and may require the manufacturer's installation instructions, dimensions, compatibility information and any safety or certification information reasonably needed for installation. The Company may defer or refuse installation where an item appears damaged or incomplete, is missing necessary parts or instructions, is unsuitable for the agreed installation, or cannot reasonably be installed in accordance with applicable safety requirements or the manufacturer's instructions.

4.17 If a customer-supplied item is not available, complete or suitable when reasonably required, the resulting delay may extend the estimated completion date. Any additional labour, reworking, storage or other cost caused by the item will be explained and agreed with the Customer before the additional cost is incurred wherever reasonably practicable. Where specialist commissioning, testing or certification is required, it is not included unless expressly

stated in the Final Specification. Nothing in this clause reduces the Company's responsibility for installation work that it has actually agreed to carry out.^f

4.18 Where the Final Specification separates an installation or fitting charge from the cost of a Customer-selected product, the stated fitting or installation charge applies to the normal installation of a suitable, complete and ready-to-install product within the agreed layout.

4.19 Unless expressly stated otherwise, the cost of a Customer-selected product is additional to the fitting or installation charge. Where a standard product allowance has already been included in the agreed price, that allowance will be replaced or credited as stated in the Final Specification so that the Customer is not charged for both the unused standard product and the replacement product.

4.20 If a Customer-selected product requires additional preparation, support, alteration, specialist installation, additional materials, bespoke carpentry or other work beyond a normal installation, the Company may charge an additional amount. The Company will explain the additional work and, wherever reasonably practicable, agree the additional price with the Customer before that work is carried out.

4.21 Examples of additional work under clause 4.20 may include Belfast or undermounted sinks, specialist worktops, integrated appliances, non-standard shower enclosures, unusual sanitaryware, bespoke cabinetry, individual carpentry pieces, or products supplied in a form requiring fabrication or assembly beyond normal installation.

4.22 A higher product price alone does not result in an additional fitting charge where the installation work is materially the same as the standard installation.

4.23 Where a Customer-selected appliance, fitting or product requires a particular clearance, cabinet opening, service void, structural support or installation space, the relevant dimensions and installation requirements must be provided or agreed before the affected part of the Hut is constructed. The Company is not responsible for incompatibility caused by a later change to the selected product or its requirements after the relevant layout or dimensions have been approved, except to the extent caused by the Company's own failure to follow the agreed specification.

5. Build times, completion and customer delay

5.1 Unless otherwise agreed, the usual estimated build period is approximately 6-10 weeks after the Final Specification is approved, the deposit has been received and the production slot is ready to begin.

5.2 Build and delivery dates described as estimates are genuine estimates rather than guaranteed dates. The Company will use reasonable efforts to meet them and will tell the Customer of a material delay as soon as reasonably practicable.

5.3 The Customer may be asked to provide information, select or approve a product or finish, confirm a layout detail, make a payment or take another action reasonably required for the build to continue. If that action is not provided within a reasonable time, the Company may pause the affected work and the estimated completion date may be extended by the period reasonably caused by the delay. The Company will tell the Customer where a delayed action is likely to affect the timetable.

5.4 If the Customer does not respond within a reasonable period after a written reminder, the Company may reschedule the affected work around other production commitments. If a prolonged Customer-caused delay results in reasonable additional storage, handling, re-ordering, supplier or subcontractor costs, the Company may recover only costs actually caused

by that delay and will notify the Customer before committing to or charging them wherever reasonably practicable.

5.5 Progress photographs, videos, messages and visits are provided to keep the Customer informed. They do not by themselves amend the Final Specification, constitute final acceptance of the Hut, or prevent either party from raising a genuine issue later.

5.6 For these Terms, 'Completion' means that manufacture of the Hut is materially complete in accordance with the Final Specification and the Hut is ready for delivery or collection, notwithstanding minor cosmetic snags or minor outstanding items that do not materially affect its safety, structure, weatherproofing or intended use. When Completion is reached, the Company will send the Completion Notice to the Customer by email. The Customer will normally have 7 working days from the date of that email to pay the outstanding balance.

5.7 Where reasonably practicable, the Company will provide completion photographs or video, or offer the Customer a reasonable opportunity to inspect the Hut before delivery. The Customer should raise any visible concern promptly so that it can be assessed before delivery where practicable. Progress or completion images do not reduce any statutory right or prevent a hidden defect from being reported later.

5.8 If the Hut is ready but delivery or collection is delayed for more than 14 days for a reason within the Customer's control, the Company may, after giving written notice, charge reasonable storage, rehandling or additional transport costs actually incurred as a result of that delay. Before storage charges begin, the notice will state the applicable charge or the reasonable basis on which it will be calculated.

5.9 Nothing in this clause removes any statutory right relating to late delivery or non-performance.

6. Snagging, defects and acceptance

6.1 The Customer should inspect the Hut as soon as reasonably practicable. Visible delivery damage should be photographed where possible and hidden damage should be reported promptly.

6.2 Reporting hidden transit damage within 48 hours is requested because it assists investigation and insurance claims, but missing that period does not by itself remove a valid legal claim.

6.3 Minor cosmetic snags that do not materially affect the Hut's use, safety, structure, weatherproofing, operation or conformity with an expressly agreed critical dimension will not normally justify withholding the entire final payment. Examples may include small paint touch-ups, minor non-structural trim or finish issues, minor sealant appearance issues or other small aesthetic imperfections that do not materially affect function.

6.4 Examples of issues that may be material include a significant departure from the agreed Final Specification, a door or window that does not operate as intended, active water ingress attributable to the Hut, an unsafe defect, or another defect that materially prevents the Hut from being used as agreed. Whether an issue is minor or material depends on its actual effect and circumstances rather than the label used by either party.

6.5 If the Customer raises an issue at Completion before final payment, the Company will review it promptly and may request reasonable photographs, video or an inspection. The Company will explain whether it considers the issue minor or material and, where it accepts responsibility, what remedy it proposes. The parties will deal with any genuine dispute proportionately. Nothing in this clause prevents the Customer from exercising a statutory remedy or other right that cannot lawfully be limited.

6.6 Where a material defect for which the Company is responsible is established, the Company will provide the remedy required by the Contract and applicable law within a reasonable time.

6.7 Nothing in this section limits any statutory right to reject, repair, replacement, price reduction, refund or other remedy where legally available.

7. Delivery and independent HIAB transport

7.1 Where delivery is required, Highland Huts will normally identify, recommend and coordinate a suitable independent HIAB or haulage company (the Transport Provider). The Company will use reasonable care when selecting a provider and will take reasonable steps to confirm that the provider maintains appropriate insurance for its transport and lifting operations. Before the Transport Provider is finally instructed, Highland Huts will normally provide the Customer with the provider's identity, the expected charge and any material transport terms made available by the provider, and may ask the Customer to confirm the arrangement by email.

7.2 The Transport Provider is a separate independent business. Unless expressly agreed otherwise, it supplies the transport, lifting and unloading service directly to the Customer, will normally invoice the Customer directly and will be paid directly by the Customer.

7.3 The Transport Provider is responsible for the safe and competent operation of its vehicle, crane and lifting equipment, its drivers and operators, and for maintaining the insurance and other requirements applicable to its transport and lifting activities. The Transport Provider may issue its own terms to the Customer for that separate service.

7.4 Highland Huts does not operate or control the Transport Provider's vehicle or crane. Highland Huts or its representatives may nevertheless attend, assist with loading or offloading, provide information about the Hut, help coordinate positioning and generally assist the delivery. That assistance does not transfer responsibility for crane operation or transport safety from the Transport Provider.

7.5 The Transport Provider has final operational control over whether a lift, crane setup, route or placement can be carried out safely. Neither the Customer nor Highland Huts may require the Transport Provider to carry out an operation it reasonably considers unsafe. If the intended position cannot be reached safely, the parties may agree a safe alternative position or delivery may need to be rearranged.

7.6 Although the Transport Provider is an independent company, Highland Huts remains responsible to the Customer for the Hut until the Hut has been successfully unloaded and set down in a stable position at the agreed delivery location, or at another safe location expressly agreed with the Customer during delivery. Nothing in the separate transport arrangement reduces the Customer's statutory rights against Highland Huts in relation to the Hut.

7.7 The Transport Provider is independently responsible, subject to its contract with the Customer and applicable law, for the operation of its vehicle, crane and lifting equipment and for loss or damage it causes through those operations. Highland Huts is not responsible for damage caused solely by the Transport Provider's independent operation of its vehicle or crane, but remains responsible for damage caused by Highland Huts' own acts, omissions, negligence or breach of Contract.

7.8 Highland Huts may agree a fixed maximum amount that the Customer will ultimately bear for the agreed standard delivery (the Agreed Delivery Price).

7.9 An Agreed Delivery Price becomes binding only after the Customer has provided the delivery, access and site information reasonably requested by Highland Huts and Highland Huts has confirmed the cap in writing. Highland Huts or the proposed Transport Provider may reasonably request photographs, video, measurements, mapping information or other details,

and may request a site assessment where access or lifting conditions are uncertain. The Customer must provide accurate information and reasonably cooperate with any such assessment.

7.10 The Agreed Delivery Price is based on the information and delivery assumptions accepted when the cap is confirmed. It does not cover additional charges caused by a material difference between the disclosed and actual access, ground, route, crane or placement conditions; a later change requested by the Customer to the delivery date, address, placement position or access arrangements; Customer-caused waiting time; ferries, abnormal lifting or specialist equipment not included when the cap was agreed; or another material requirement that could not reasonably have been identified from the information supplied. Where a foreseeable additional cost is identified before it is committed, Highland Huts will explain it and seek the Customer's agreement wherever reasonably practicable.

7.11 If the Transport Provider's properly invoiced charge for the agreed standard delivery is higher than the Agreed Delivery Price, the Customer will pay the Transport Provider and provide Highland Huts with the invoice and reasonable evidence of payment. Highland Huts will reimburse the difference within 7 working days after receiving satisfactory evidence of the charge and payment.

7.12 If the Transport Provider's actual charge for the agreed standard delivery is lower than the Agreed Delivery Price, the Customer pays only the lower amount actually charged by the Transport Provider.

7.13 If an unforeseen circumstance arises during delivery and an immediate decision is reasonably necessary for safety or to protect the Hut, vehicle, site or people, the Transport Provider may take the action it reasonably considers necessary. Highland Huts will explain any resulting material additional cost to the Customer as soon as reasonably practicable. This clause does not make the Customer responsible for a cost that properly falls within the Agreed Delivery Price or results from Highland Huts' own breach or negligence.

7.14 Highland Huts may maintain its own goods-in-transit, cargo or similar insurance for its interest in the Hut during loading, transit and unloading. Any insurance maintained by the Transport Provider is separate. The existence of either policy does not reduce any contractual or statutory responsibility owed to the Customer.

7.15 Highland Huts may take dated photographs or video of the Hut before dispatch and, where reasonably practicable, during loading or delivery. These records may be used to establish condition and assist with any transport, repair or insurance claim.

7.16 If the Hut is lost or damaged before responsibility passes to the Customer, the Customer should notify Highland Huts promptly and provide reasonable photographs or other information. Highland Huts remains responsible for resolving loss or damage for which it is responsible under the Contract, irrespective of any separate claim Highland Huts may have against the Transport Provider or an insurer.

7.17 Because the Transport Provider contracts directly with the Customer, Highland Huts will obtain the Customer's express written authority before acting in the Customer's name to negotiate, pursue or settle a claim or complaint against the Transport Provider. Email authority is sufficient and will be limited to the particular delivery issue. Refusing such authority does not remove Highland Huts' own responsibilities to the Customer.

7.18 Highland Huts may communicate with the Transport Provider about factual delivery arrangements, the condition of the Hut and matters relating to Highland Huts' own rights or insurance without separate authority from the Customer. Express authority is required only

where Highland Huts is purporting to act in the Customer's name or exercise the Customer's rights against the Transport Provider.

7.19 Where local repair is the most practical solution to delivery damage, the Customer must not commission non-emergency repair work for which reimbursement is sought until the proposed scope and reasonable cost have been agreed with Highland Huts in writing. Highland Huts may pay an approved contractor directly or reimburse the Customer within 7 working days after receiving an approved paid invoice. This does not prevent reasonable urgent action needed to make the Hut safe or prevent further damage.

7.20 Any recovery from the Transport Provider or an insurer is separate from the Customer's rights under this Contract. The Customer will not be required to wait for Highland Huts to recover from a third party before Highland Huts deals with a valid responsibility it owes to the Customer.

7.21 If the Customer independently chooses and commissions their own carrier or haulage provider which was not offered, arranged or recommended by Highland Huts, responsibility for transit risk will pass in accordance with applicable law when the Hut is handed to that carrier. Highland Huts remains responsible for any loss or damage caused by its own acts or omissions, including any loading work for which it is responsible.

7.22 Where the Customer collects the Hut personally, risk passes when the Customer or their authorised representative takes physical possession of it, subject to any statutory rights that apply.

8. Access, foundations and site preparation

8.1 The Customer must give complete and accurate information about access, road width, tight turns, overhead obstructions, gradients, ground conditions, crane access and the intended placement position.

8.2 The Customer must disclose any known site condition that may materially affect safe access, vehicle support, crane setup or placement, including weak or weight-restricted surfaces, septic tanks, underground services, drainage systems, cellars, voids, soft ground or other hidden hazards. The Company and Transport Provider are not responsible for damage caused by an undisclosed condition that could not reasonably have been identified beforehand, except to the extent liability arises from their own negligence or breach.

8.3 Vehicle dimensions stated on the website are typical examples only because the actual Transport Provider and vehicle may vary. Where access is restricted, the Customer must disclose the restriction so that the proposed vehicle and lifting arrangement can be checked before delivery.

8.4 Unless otherwise agreed, standard delivery assumes suitable access for the proposed delivery vehicle, adequate room for safe crane operation and firm, stable ground.

8.5 The Customer is responsible for having a suitable, level and structurally appropriate base ready before delivery unless the Company has expressly agreed to provide it.

8.6 Where base dimensions, support positions, crane reach or access clearances are critical, the Customer must obtain or request the relevant confirmed measurements before carrying out site work. The Customer is responsible for the accuracy of measurements and site information supplied by or on behalf of the Customer.

8.7 If delivery cannot reasonably be completed because of inaccurate information, unsuitable access, inadequate site preparation or unsafe conditions within the Customer's control, the Customer may be responsible for reasonable additional costs actually incurred.

8.8 The Company is not responsible for a site problem that it could not reasonably have identified from the information supplied, but it remains responsible for loss caused by its own breach or negligence.

9. Electrical work, plumbing and external utilities

9.1 The electrical and plumbing scope will be stated in the Final Specification. Anything not expressly included is not part of the Company's installation.

9.2 Where first-fix electrical provision is supplied, final connection, consumer unit, faceplates or fittings, energisation, testing and certification are not included unless expressly stated. The final installation must be completed and certified by a suitably qualified electrician.

9.3 Cable sizes, positions and electrical details shown on the website describe the Company's typical first-fix provision only. Final circuit design, load assessment, cable suitability, protective devices, earthing and connection requirements must be confirmed by the electrician responsible for the completed installation before it is energised.

9.4 Where equipment such as underfloor heating or another electrical item is physically installed but final electrical connection or certification is not included, it must not be energised until it has been properly connected, tested and certified by a suitably qualified electrician.

9.5 Where internal plumbing is included, the Company will provide the pipework and fittings described in the Final Specification and normally leave service connections accessible beneath the Hut. Unless expressly included, the Customer is responsible for external water supply, drainage, service routes, valves, insulation, frost protection and final connection by a suitable tradesperson.

9.6 The Customer is responsible for any external electricity supply, supply cable and upstream installation under the Customer's control unless the Company has expressly agreed to provide it.

9.7 Unless expressly stated otherwise in the Final Specification, internal plumbing associated with a kitchen sink or bathroom basin includes cold-water provision only.

9.8 Where a hot-water pipework option is selected, the Company will provide the internal hot-water pipework described in the Final Specification between the agreed water-heater position and the stated outlets.

9.9 Unless expressly included in the Final Specification, the water heater itself, its final plumbing connection, electrical connection, commissioning, external water supply and any external service work are not included.

9.10 Where a water heater or other appliance requires dedicated cabinet or service space, the Customer must ensure that the agreed kitchen or furniture layout retains sufficient accessible space for that item. The required position and approximate space should be recorded in the Final Specification where reasonably practicable.

10. Planning, licensing and intended use

10.1 Unless expressly agreed otherwise, the Customer is responsible for determining whether planning permission, a building warrant, accommodation licence, landlord consent or another site-specific approval is required for the proposed location and use.

10.2 The Company does not guarantee that a particular planning, licensing or regulatory approval will be granted.

10.3 If the Customer provides plans, dimensions or requirements from a council, architect, engineer or other adviser, the Company may agree to build the Hut to those stated

requirements, but this does not amount to a guarantee of planning, building-warrant, licensing or regulatory approval unless expressly agreed in writing.

10.4 Unless expressly stated otherwise in the Final Specification, Huts are supplied as static garden or ancillary buildings rather than being certified by the Company for permanent residential occupation.

10.5 References to a Hut being insulated or suitable for year-round use mean that the construction is intended to support use throughout the seasons when appropriately heated, ventilated and maintained. They are not a guarantee of a particular indoor temperature, energy cost, residential standard or regulatory status.

10.6 The Company remains responsible for supplying the Hut in conformity with the Contract and for legal obligations that apply to work it has agreed to provide.

10.7 If the Customer requires the Hut to be suitable for a particular use or to meet a particular physical, technical or regulatory requirement, the Customer must make that requirement clear to Highland Huts before approving the Final Specification. Where the Customer indicates that they intend to rely on Highland Huts' skill or judgement as to a particular purpose, Highland Huts will confirm what requirement, if any, it is able to accept as part of the Contract. Any accepted requirement should be recorded in the Final Specification, Order Confirmation or a later written variation. A statement that the Customer intends to use the Hut for a holiday let, Airbnb, commercial accommodation, office, garden room or another purpose does not by itself amount to a guarantee that planning, licensing, building-control, insurance or other regulatory requirements will be satisfied.

10.8 Unless expressly agreed as a separate service, Highland Huts does not provide site-specific planning, building-warrant, building-control, licensing, architectural, engineering, tax, insurance or other professional regulatory advice. General comments about possible uses, previous projects, layouts, typical requirements or the experience of other customers are provided as general information only. The Customer should obtain independent professional or regulatory advice before relying on the Hut as meeting a site-specific legal or licensing requirement.

10.9 Nothing in clauses 10.1-10.8 limits any statutory right that applies where a Consumer makes a particular purpose known to the Company and the law treats the goods as required to be fit for that purpose.

11. Maintenance, timber and environmental conditions

11.1 The Customer must carry out reasonable routine maintenance, including maintaining external timber treatments where required, keeping ventilation paths clear, checking visible seals and joints, maintaining drainage and preserving airflow beneath the Hut.

11.2 Timber naturally expands, contracts, weathers and changes colour. Normal movement and weathering are not defects unless excessive or caused by defective materials or workmanship.

11.3 Condensation can arise from occupancy, humidity, heating and ventilation. Condensation caused by normal environmental or use conditions is not a manufacturing defect, but this does not exclude a claim where it results from a defect for which the Company is responsible.

11.4 The Company is not responsible for damage caused by unsuitable foundations, blocked ventilation, standing water, flooding, subsidence, exceptional exposure or unauthorised movement or alteration, except to the extent a defect for which the Company is responsible caused or materially contributed to the damage.

11.5 Failure to maintain the Hut affects the Company's additional warranty only where that failure caused or materially contributed to the problem claimed.

12. Warranty and aftercare

12.1 In addition to statutory rights, the Company provides a 3-year structural and weatherproof warranty from delivery covering the principal structural frame, chassis, external shell and roof system against defects arising from materials or workmanship for which the Company is responsible.

12.2 A 12-month workmanship warranty applies to other minor manufacturing defects.

12.3 Normal timber movement, ordinary weathering, wear and tear, damage caused by poor maintenance, unsuitable site conditions, unauthorised relocation or modification, and third-party work are excluded only to the extent they caused the issue claimed.

12.4 Appliances and fitted components may also carry manufacturer warranties. A manufacturer's warranty does not replace any statutory responsibility the Company has as seller.

12.5 The Customer must provide reasonable information, photographs and access where needed so that the Company can inspect, investigate or carry out an accepted repair.

12.6 Where a valid warranty claim is accepted, the Company will repair the defect or replace the affected component within a reasonable time.

12.7 If an inspection shows that a reported problem was caused solely by the site, external utilities, lack of maintenance, unauthorised work or another matter for which the Company is not responsible, any further paid investigation or remedial visit will only be undertaken after the Customer has been told of and agreed any reasonable charge.

12.8 The additional contractual warranty normally applies to the original purchaser unless the Company agrees otherwise in writing. This does not affect statutory rights.

12.9 These warranties are additional to, and do not replace, the Customer's statutory rights.

13. Wheels and movement after delivery

13.1 Unless expressly specified otherwise, the Hut is a static structure. Standard wooden decorative wheels and any optional shepherd's-hut-style wheels or sub-axle arrangement may permit only very limited positional movement where safe and appropriate. They are not road wheels, do not make the Hut a road-going trailer or caravan, and are not intended for towing, regular manoeuvring or long-distance movement.

13.2 The wheels must not be relied upon as permanent structural support or as a braking system. The Hut must be adequately supported on a suitable level and load-bearing base.

13.3 The Company is not responsible for damage caused by unauthorised movement, improper support or misuse of the wheels, except to the extent a defect for which the Company is responsible caused or contributed to the damage.

14. Late payment, suspension and termination

14.1 If an undisputed amount remains unpaid after its due date, the Company may give written notice and may reasonably suspend further work, delivery or handover until payment is made.

14.2 If a material payment breach continues after reasonable written notice, the Company may terminate the Contract where legally entitled to do so.

14.3 If the Company retains or resells a Hut following lawful termination, it may retain only reasonable unrecovered losses and costs after taking account of payments received and the net value reasonably recovered through resale or reuse. Any remaining balance due to the Customer will be repaid.

14.4 A lawful card dispute or chargeback does not automatically end the Contract. The Company may provide relevant evidence to the payment provider and may suspend

performance while a genuine payment dispute is investigated where reasonable and proportionate.

15. Liability

15.1 The Company is responsible for foreseeable loss and damage caused by its breach of Contract, negligence or failure to exercise reasonable care and skill.

15.2 The Company is not responsible for loss caused by the Customer's breach, inaccurate information, unsuitable site preparation, unauthorised alteration or matters outside the Company's reasonable control, except where the law provides otherwise.

15.3 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, statutory consumer rights that cannot lawfully be excluded, or any other liability that cannot legally be excluded or limited.

15.4 If the Customer is a Business Customer, the Company will not be liable for loss of profit, revenue, business, bookings, anticipated savings, goodwill or business opportunity, or for indirect or consequential business loss, except to the extent such liability cannot lawfully be excluded or restricted. This clause does not apply to a Consumer.

16. Events outside reasonable control

16.1 Neither party is responsible for delay caused by an event genuinely outside that party's reasonable control to the extent that the event prevents or delays performance.

16.2 The affected party must take reasonable steps to reduce the effect of the event and communicate a material delay as soon as reasonably practicable.

16.3 If a substantial delay continues, the parties will discuss a reasonable revised timetable. Nothing in this clause removes any statutory right to terminate for delay or non-performance.

17. Data, customer materials, intellectual property and complaints

17.1 Personal data will be processed in accordance with applicable data protection law and the Company's Privacy Policy.

17.2 Copyright and other intellectual property rights in the Company's original designs, drawings, photographs and materials remain with the Company or relevant rights holder. The Customer may use project drawings for planning, site preparation, installation and reasonable use of the Hut.

17.3 If the Customer supplies drawings, photographs, plans, product links or other third-party material, the Customer confirms that they are entitled to provide it for the project. The Company may refuse to reproduce a design or material where doing so may infringe another person's rights or is otherwise inappropriate.

17.4 The Company may use employees, subcontractors and independent specialists to carry out parts of the work. Routine discussions with them do not amend the Contract. Any change to price or the Final Specification must be agreed through the process in clause 4. The use of an employee, subcontractor or independent specialist does not reduce Highland Huts' responsibility to the Customer for work that Highland Huts has contracted to supply.

17.5 Complaints should be sent to john@highlandhuts.co.uk. The Company will normally acknowledge a formal complaint within 5 working days and aim to provide a substantive response within 14 working days. More complex matters may take longer, in which case the Customer will be kept reasonably informed. The parties should try to resolve disputes proportionately before court proceedings where practicable.

18. Governing law, severability and changes to terms

18.1 The Contract is governed by Scots law. If the Customer is a Consumer living elsewhere in the United Kingdom, this choice does not remove mandatory consumer protections or court rights that apply to that Customer.

18.2 If part of these Terms is found invalid or unenforceable, it will be modified or severed only to the minimum extent necessary and the remaining Terms will continue.

18.3 The version of these Terms agreed when the Contract is formed applies to that Contract. Later website terms do not retrospectively alter an existing Contract; a material change takes effect only if agreed by both parties or required by law.