

Sprout Pod – Terms & Conditions of Sale and Website Use

Last Updated: 01/07/2026

These Terms and Conditions (“Terms”) apply to all purchases of garden rooms and related services from Sprout Pod Ltd (“Sprout Pod”, “we”, “our”, or “us”), and to your use of our websites: www.sproutpod.ie and quote.sproutpod.ie (together the “Websites”). By accessing our Websites or placing an order, you agree to be bound by these Terms.

1. Company Information

Sprout Pod Ltd is a company incorporated in Ireland, with registered office at Edentober, Ravensdale, Dundalk Co Louth A91HF98.

For any enquiries, you can contact us at:

- Email: info@sproutpod.ie
- Phone: 086 0850880

2. Product Overview

Sprout Pod designs, manufactures, and installs high-quality, made-to-order garden rooms and home offices. Each product is tailored to customer specifications via our online room builder or through direct consultation.

Please note that all Pods are **bespoke and made-to-order**, and subject to the conditions outlined herein.

3. Visual Representation Disclaimer

While we strive for accuracy, all product images, digital mock-ups, and 3D designs on our Websites and online room builder are for **illustrative purposes only**. Variations in **timber grain, colour tone, finish etc** may occur and do not constitute a defect or grounds for cancellation.

4. Planning Permission

It is the **sole responsibility of the customer** to determine whether planning permission is required for the installation of a garden room on their property. We accept no liability for planning refusals. We provide general guidance on this at [Planning Permission for Garden Rooms](#), but this **does not constitute legal advice**, and Sprout Pod accepts no liability for consequences arising from failure to obtain relevant permissions.

5. Customisation and Design Changes

We offer additional **bespoke options** beyond the online room builder. In this we provide four free offline bespoke quotations per pod with our in house design team. If additional quotations are required, there will be an additional charge of €50 per additional quotation. These may include electrical upgrades, plumbing, internal fit-out, and smart integrations. These options are priced on request.

Once an order is confirmed, **no changes may be made to the design without our written consent**. Changes, if permitted, may incur **additional charges** and affect lead time.

Any changes requested after acceptance of the quotation may result in -

- Revised pricing
- Revised completion dates
- Additional design fees

All variations must be agreed in writing.

6. Standard Order Process and Payment Terms

To secure an order:

- A **50% deposit** is required at the time of order placement.
- The remaining **50% is due upon completion of installation.**
- If the client is availing of a loan/borrowing facilities etc please inform us of the details & we will aim to accommodate the terms of the loan.
- Once the deposit is received the order is confirmed. You will receive weekly updates informing you of your pods progress.

Orders will not be scheduled for production until the deposit is received in full, unless otherwise agreed in writing by Sprout Pod.

Orders become binding by paying the deposit. This confirms that the Quotation attached to the Order confirmation email & all design specifications, layout, and optional extras included within this are correct.

The garden room shall be considered practically complete when-

-It is fit for intended use as per the agreed quotation.

-Only minor cosmetic/defects remain that do not materially affect use.

Minor snagging items shall not affect final payment, a proposed final payment/retainer structure can be discussed if the outstanding items are outside these parameters.

The remaining balance is payable immediately upon practical completion unless otherwise agreed in writing.

We reserve the right to either suspend or terminate works & warranties where payments are overdue or haven't been paid in full, as agreed.

After 30 days, Interest will be charged on all overdue amounts at 8% above the ECB base rate unless otherwise agreed in writing with management.

7. Lead Times

Lead times vary depending on seasonality, material availability, and production schedule. While indicative timelines may be provided, **all lead times are approximate** and will be confirmed at the time of ordering.

Delays may occur due to routine manufacturing processes, supply chain interruptions, or other factors outside our control. Sprout Pod will not be liable for loss arising from such delays.

Completion dates may be affected by-

-Weather

-Supplier delays

-Transport disruptions

-Utility Delays

-Customer requested changes

-Force majeure events

We shall not be liable for delays outside our reasonable control.

8. Installation & Site Requirements

All installations are carried out by **Sprout Pod's in-house team** of trained installers. We do not subcontract installation work.

Customers must ensure:

- The site is level, clear, and accessible on the agreed date.
- Obtain neighbours permissions where required.
- Remove valuables from the installation area
- Notify us of underground services (if known)
- Electricians are brought to the site at clients own cost by a qualified electrician prior to installation.
- Where required, **Sprout Pod can offer water and waste connections**, quoted separately.
- Power and toilet facilities are to be available for the installation team.
- **It is not permitted to take photos or videos of Sprout Pod staff or the installation process.**
- Clients are not **required** to be on site after day 1 of installation. All decisions will be confirmed on day 1 of installation. E.G. Socket point locations and pod position in garden.

Any access issues, delays due to site conditions, or lack of readiness may result in additional charges and delays.

9. Warranty

Sprout Pod offers a **25-year component structural warranty** on all garden rooms, covering major structural components such as floors, walls, and roof (all these components are backed by manufacturers warranty).

This warranty is subject to:

- Normal residential use and appropriate maintenance.
- Exclusions: cosmetic changes (e.g. weathering)
- Customer negligence
- Accidental damage
- Damage from pests
- Storm Damage/ weather events
- Unauthorised modifications.
- Subsidence

uPvc Window/ Door warranty- 10 years on frames, 5 years on glazing, 1 year on moving parts/components.

Manufacturer warranties apply to all individual components- flooring, Electrical components, Hot water geezers, appliances, Radiators , Aesthetic/Decorative Claddings etc

All electrical items need to be registered with manufacturer for warranty validation & this responsibility is on the **purchaser** to register such items if applicable

Workmanship warranty- Standard 5 years

Specific terms of the individual product warranties can be provided separately, if requested. Warranty claims must be submitted in writing with supporting evidence. This warranty does not affect your statutory rights under Irish law.

10. Cancellations, Returns & Refunds

As all Products are made to order:

- You **cannot cancel your order** once production has commenced.
- If cancellation is requested before production starts, Sprout Pod may retain part of the deposit to cover incurred costs.

Refunds will only be issued if required by law.

11. Limitation of Liability

To the maximum extent permitted by law:

- Sprout Pod shall not be liable for **indirect, incidental, or consequential losses**, including loss of enjoyment, business interruption, or property devaluation.
- Our total liability shall not exceed the total price paid for the Product.

Nothing in these Terms limits liability for death, personal injury, or fraud.

12. Referral Programme

Sprout Pod operates a paid **Referral Club** whereby existing clients may host site visits for potential new customers in exchange for a fee.

13. Privacy & Data Use

Sprout Pod is committed to protecting your personal data. We collect, store, and process data in accordance with our [Privacy Policy](#), which outlines:

- How we use cookies and tracking technologies.
- When we may send marketing emails.
- How to opt out of communications.

By using our Websites or placing an order, you consent to this data usage.

14. Intellectual Property

All text, graphics, images, designs, and content on the Websites are the **intellectual property of Sprout Pod** and may not be reproduced without express permission.

15. Force Majeure

We shall not be liable for any failure to deliver or install due to events beyond our reasonable control, including but not limited to: acts of God, war, pandemic, natural disasters, strikes, material shortages, or transport delays.

16. Governing Law

These Terms are governed by the laws of **Ireland**, and any disputes shall be subject to the exclusive jurisdiction of the **courts of Ireland**.

17. Maintenance

The customer is responsible for maintaining the building . Failure to maintain the building may invalidate warranties. Kindly take note of some basic requirements below-

Exterior-

-Buildings with any **Natural Timber** on exterior must have timber elements treated with **OSMO Oil 420 clear satin** on a regular basis, at a minimum of 2 applications per year.
(this may be required on a more frequent basis if the unit is exposed to the elements)

- All units need to be kept cleaned with soft brush & water on a regular basis
- Roof needs to be free from debris, sweep down with soft brush and water, and kept free from debris/leaves etc on a regular basis
- All rainwater systems to be clean and free from debris
- All windows/doors to be kept clean including all moving parts to be oiled regularly with 3 in one oil if required.

18. Retention of Title

Ownership of all goods remains with us until payment has been received in full.
Risk passes to the customer upon delivery.

19. Amendments

Sprout Pod reserves the right to amend these Terms at any time. The current version will always be available at www.sproutpod.ie/terms-and-conditions.