

Terms & Conditions

Wolfcub Enterprises Ltd

Trading as Lonergan Cues

Registered in England & Wales –
Company No: 15754515

Registered Office: Office 2, Llynfi
Enterprise Centre, Maesteg, CF34 0BQ

Email: lonergancues@gmail.com

Website: www.lonergancues.com

1. Custom Orders

Each cue is handmade to order according to the customer's individual specifications. Once an order has been confirmed and a deposit paid, materials (including selected timber and components) are purchased specifically for that cue. All cues are therefore classed as bespoke, custom-made items and fall outside the standard consumer "cooling-off" period under UK law.

2. Deposit

A £200 non-refundable deposit is required to confirm all orders. This deposit covers the cost of materials and secures your place in the build schedule. Deposits are non-refundable except where required by law. Payment of the deposit constitutes acceptance of these Terms and Conditions.

3. Lead Times

Standard build time is typically 9–12 months from the date the deposit is received. However, this is an estimate only and may vary depending on workload, materials, and design

complexity. For more intricate designs or when a specific shaft grain pattern or timber characteristic is requested, the lead time may be extended indefinitely until suitable materials become available. Customers will be kept informed of progress and any significant changes to estimated completion times.

4. Balance Payment

The remaining balance is due upon completion of the cue and must be paid within 30 days of notification that the cue is finished.

If payment is not received within 30 days, Wolfcub Enterprises Ltd (trading as Lonergan Cues) reserves the right to:

- List and advertise the cue for sale to the general public, and
- Retain the deposit as compensation for time and materials used.

Accepted payment methods include bank transfer, PayPal, or cash on collection. Goods remain the property of Wolfcub Enterprises Ltd (trading as Lonergan Cues) until payment is received in full.

5. Specification Changes

Minor alterations to design, dimensions, or decorative features may be possible early in the build process. Once materials have been cut or custom work has begun, changes cannot be guaranteed and may incur additional charges.

6. Quality & Warranty

All cues are handmade using carefully selected, seasoned materials. If a manufacturing defect is identified within 3 months of delivery, the cue will be repaired or replaced at our discretion.

This warranty does not cover:

- Natural variations in timber colour, weight, or grain
- Damage caused by misuse, neglect, or impact
- Warping, cracking, or movement due to environmental conditions (such as changes in humidity or temperature)

Each piece of timber is unique, and such variations are part of the character of a handmade cue.

Natural Materials

Wood is a natural material and no two cues will be identical. Variations in grain, colour, figure, density and weight are normal and are considered part of the character of a handmade cue. Photographs are provided as a guide only.

7. Shipping & Delivery

Cues are securely packaged and shipped using a tracked and insured delivery service. Shipping costs will be quoted at the time of completion, based on the destination and courier rates at that time. We are not responsible for courier delays or damage in transit, but we will assist with any claim where possible.

Ready-made products and accessories are shipped using tracked services. Delivery times are estimates only and may vary depending on courier performance.

8. Cancellations

All cues are made to order, therefore cancellations after the deposit has been paid are not accepted. In exceptional circumstances where Wolfcub Enterprises Ltd is unable to complete an

order, a refund will be issued at our discretion for any portion of the balance not yet used for materials or labour.

9. Liability

Our total liability for any claim relating to your order shall not exceed the total amount paid for that order. We are not liable for indirect or consequential losses.

For ready-made cues or accessories (non-bespoke items), Lonergan Cues offers a 14-day return policy in line with UK consumer law. Returns are accepted provided the item is unused, in its original condition, and returned in the original packaging. The buyer is responsible for return shipping costs. A refund will be issued once the item has been inspected and approved for return. This policy does not apply to bespoke, custom-made or personalised items.

10. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes will be handled exclusively in the courts of England and Wales.

By paying the deposit, you confirm that you have read, understood, and agreed to these Terms and Conditions.

Last updated: June 2026

Wolfcub Enterprises Ltd reserves the right to amend these Terms and Conditions without notice.