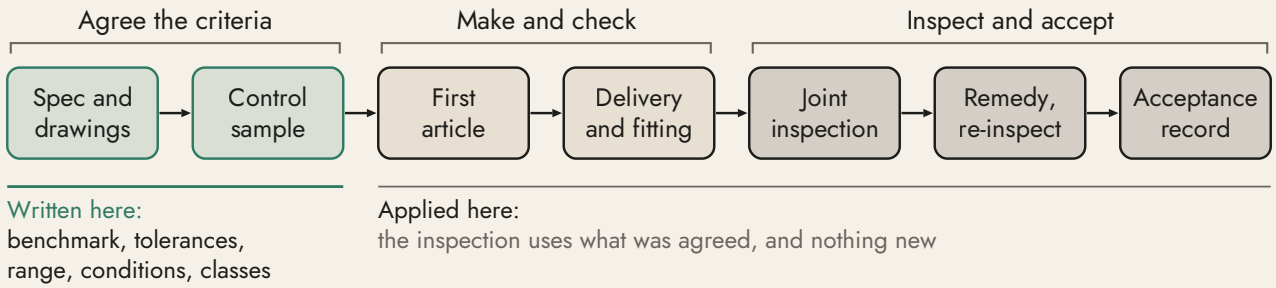
Snagging bespoke joinery and FF&E: agree the *criteria* first

Snagging bespoke joinery and FF&E: agree what counts as a defect before the work is made, then apply it at the inspection.

AT A GLANCE

Class	What it means	Examples (they vary by material)	Remedy window to agree
Class A Safety or function	Unsafe, or does not work as intended.	A loose or failing fixing; a wobbling seat or table; a drawer or door that jams; a sharp edge or proud fixing.	Shortest. Attend promptly; out of use until safe.
Class B Off specification	Fails the drawing, specification, control sample or a stated tolerance, seen under the agreed conditions.	Wrong finish or sheen against the control sample; wrong material or hardware; a size outside tolerance; a visible chip, scratch or dent.	Repair or replace, by an agreed date.
Class C Adjustment or finishing	Within specification, but needs adjusting, finishing or cleaning.	A door or drawer to realign; a hinge to adjust; a small touch-in not visible under the agreed conditions; final clean.	Usually the same visit or the next.
Not a defect Natural variation	A feature the approved sample, range or specification allows.	Grain, figure and colour variation within the approved range; natural marks in leather within the agreed grade.	None. Record it as accepted.
Damage by others	Damage after the recorded condition, once handed to others.	A scratch from a following trade; a stain from another trade's product; a knock during fit-out.	Off the snag list. Who pays is a contract matter.
Variation A change, not a snag	Built as drawn, but now wanted differently.	A different handle, an extra shelf, a new finish.	Priced and approved in writing first.

Classes and windows are examples to agree in the project documents, not a standard.



The criteria are written in the first phase and only applied in the last. Original drawing by Make Bespoke Studio.

SPECIFICATION WORDING

ACCEPTANCE BASIS

Work is accepted against drawings [numbers, revision], specification clauses [numbers], approved control samples [S-01 to S-nn] and [the range report / range samples]. Natural variation within the approved range is not a defect. A feature none of these covers is referred to [designer], and the decision is recorded.

INSPECTION CONDITIONS

Joint inspection by [designer], [maker or installer] and [contractor / client], on a date agreed [number] working days ahead, after the maker's own check and after other trades have finished in the area. [Person who approved the samples] attends. Appearance is judged from [distance] m in [daylight / the room's lighting]; no torches or site lamps. Dimensions and alignment are measured against the stated tolerances.

DEFECT CLASSES AND REMEDY WINDOWS

Class A (unsafe or does not work): attended within [number] working days; out of use until safe. Class B (fails the specification, sample or a stated tolerance): repaired or replaced within [number] working days or by a date agreed. Class C (adjustment or finishing): completed within [number] working days. Natural variation within the approved range, and damage by others, are not defects.

RECORDING AND RE-INSPECTION

Each item is recorded with location, item code, finding, class, a photograph with a scale, action owner and due date. Re-inspection covers the listed items only. An item is closed when [designer] confirms in writing.

DAMAGE BY OTHERS AND ACCEPTANCE

The condition of the work is recorded jointly, with photographs, on [date / before protection is applied]. Later damage is listed separately as damage by others. Acceptance is recorded on [form], signed by [designer] and [maker or installer], when all Class A and B items are closed [and Class C items are closed or agreed]. Payment and retention are governed by [contract clause], which this clause does not alter.

TERMS USED

Snagging

Checking finished work against the drawings, specification and approved samples and listing what does not comply or does not work. There is no formal snagging standard, so criteria need to be agreed up front.

Natural variation

Differences in colour, grain, figure or texture that belong to the material and fall within the approved sample or range. They are accepted, and recorded as accepted, rather than snagged.

Damage by others

Damage that happens after the condition of the work was recorded and it was handed to others, such as a following trade. It is listed apart from the snag list; who pays is a contract matter.

STANDARDS AND SOURCES

- Stone Federation GB: Inspection and snagging of finished internal works using natural stone (August 2022): read in full 5 Nov 2026. Guidance for stone, adapted by principle only; its text is not reproduced.
- NHBC Standards, chapter 9.1: A consistent approach to finishes: named by Stone Federation GB; could not be opened on 5 Nov 2026 (HTTP 403), so no figure from it is used.
- Make Bespoke Studio: Installation and Aftercare: how the studio runs snagging and sign-off.

Full guide: https://makebespoke.com/trade/technical/snagging-acceptance-criteria. Make Bespoke Studio coordinates manufacture through its partner workshops. Figures are guidance only and your specification governs; some may be superseded, so contact the studio to verify.