

Terms and Conditions

These Terms and Conditions set out the basis on which we provide hard surface repair, specialist restoration, bespoke flooring, artwork, decorative wall treatment, glass polishing, stone care, and related services to our clients. By requesting a quotation, booking work, or allowing us to begin services, you agree to these Terms and Conditions.

1. Definitions

“We”, “us” and “our” refers to the service provider. “You” and “your” refers to the client, customer, property owner, occupier, contractor, business, or person requesting our services. “Services” means the repair, restoration, finishing, polishing, flooring, artwork, decorative, or related work agreed between us and you.

2. Services Covered

Our services may include hard surface repairs to baths, basins, shower trays, tiles, countertops, wooden surfaces, UPVC, aluminium, windows, doors, frames, factory cladding, signage, sheet rock, laminates, stone and resin composites, melamine, clay pottery, and other construction or decorative surfaces where suitable repair is reasonably possible.

We may also provide specialist restoration services including art and sculpture restoration, painting and stone restoration, glass polishing, stone polishing and mending, bespoke resin flooring, bespoke epoxy flooring, bespoke artwork commissions, Venetian wall designs and treatments, and related decorative or restoration work. Marine vessel repair services may be offered once available and confirmed by us in writing.

3. Quotations and Estimates

Any quotation or estimate we provide is based on the information available at the time, including photographs, descriptions, site visits, measurements, and visible condition of the surface. Unless stated otherwise, quotations are valid for 30 days and may be revised if the scope, condition, access, materials, timescale, or client requirements change.

Additional work, hidden damage, unsuitable substrates, structural issues, moisture, contamination, previous failed repairs, or changes requested by you may result in additional charges. We will seek your approval before carrying out additional chargeable work where reasonably practical.

4. Bookings, Deposits, and Access

A booking is confirmed when we accept the booking and, where applicable, receive any required deposit or written approval. You must ensure that we have safe, timely, and reasonable access to the work area, including parking, electricity, water, lighting, ventilation, and any permissions required for the work to be completed.

The work area must be cleared of personal items, fragile goods, furniture, obstructions, pets, and hazards unless we agree otherwise. If access is not available or the area is not ready, we may charge for wasted time, travel, materials, or rearranged appointments.



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5. Client Responsibilities

You are responsible for providing accurate information about the surface, damage, previous repairs, coatings, product history, site conditions, ownership, and any relevant restrictions. You must notify us of known hazards including asbestos, lead paint, unsafe electrics, damp, mould, structural movement, restricted access, or any other risk that may affect our work.

You must follow any aftercare, curing, drying, cleaning, maintenance, ventilation, temperature, loading, and usage instructions we provide. Failure to follow aftercare guidance may affect the appearance, durability, performance, and any warranty of the completed work.

6. Materials, Colour Matching, and Finish

We aim to achieve a high-quality repair or restoration and, where relevant, the closest practical colour, texture, sheen, pattern, and finish match. However, exact matching cannot always be guaranteed due to age, wear, lighting, fading, material composition, manufacturing variation, previous damage, substrate movement, or limitations of the original surface.

Natural stone, timber, marble, granite, quartz, resin, glass, ceramics, artwork, historic surfaces, and handmade materials may contain natural variations and may respond differently to repair, polishing, restoration, or finishing processes.

7. Payments

Unless otherwise agreed in writing, payment is due immediately on completion of the services or on receipt of invoice, whichever is earlier. For larger projects, bespoke materials, commissions, flooring works, specialist restoration, or work requiring significant preparation, we may require a deposit before confirming the booking. Any required deposit amount will be stated in the quotation or booking confirmation.

Invoices must be paid by the due date stated on the invoice. If no due date is stated, payment is due within 7 calendar days of the invoice date. Late payments may result in interest at 20% per day, reasonable recovery costs, suspension of ongoing work, cancellation of future bookings, or referral for debt recovery. Goods, bespoke items, artwork, or materials supplied by us remain our property until paid for in full, where legally applicable.

8. Cancellations and Rescheduling

If you need to cancel or reschedule a booking, you must give at least 48 hours' notice where reasonably possible. If you cancel or reschedule with less than 48 hours' notice, or if we attend and cannot complete the work because access is unavailable or the site is not ready, we may charge for wasted travel, labour time, administration, non-refundable materials, bespoke orders, subcontractor costs, and any other reasonable costs already incurred.

Deposits and advance payments may be non-refundable where they cover materials, bespoke orders, preparation, design time, booking time, or other costs already incurred. We may cancel or reschedule work due to illness, unsafe conditions, unsuitable weather, lack of access, material delays, equipment failure, site risks, or circumstances beyond our reasonable control. We will aim to notify you as soon as reasonably practical and rearrange the work where possible.

9. Completion, Inspection, and Snagging

On completion, you should inspect the work as soon as reasonably possible. Any concerns must be raised promptly so that we can assess them. Where we accept that remedial work is required, we will be given a reasonable opportunity to inspect and correct the issue before any third party is instructed.

Minor variations in shade, texture, sheen, pattern, profile, surface level, or visibility of a repair may occur and do not necessarily constitute a defect, particularly where the original surface is aged, damaged, worn, stained, porous, handmade, natural, or previously repaired.

10. Warranty and Aftercare

Any warranty offered will be confirmed in writing and may vary depending on the surface, service type, materials, usage, environment, and condition of the original item. A warranty will not apply to damage caused by misuse, impact, poor maintenance, unsuitable cleaning products, heat, moisture, movement, chemical exposure, wear and tear, third-party work, failure to follow aftercare, or circumstances outside our control.

Repairs and restorations are intended to improve the appearance and usability of damaged surfaces but may not restore the item to a factory-new condition or eliminate all signs of age, wear, structure, or previous damage.

11. Liability

We will provide the services with reasonable care and skill. We are not responsible for pre-existing defects, hidden damage, structural issues, substrate movement, damp, contamination, material instability, previous poor workmanship, or problems that could not reasonably be identified before work began.

Nothing in these Terms and Conditions excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or your statutory rights where applicable.

12. Health, Safety, and Site Conditions

We may refuse, pause, or stop work if we consider the site, surface, access, ventilation, weather, electrical supply, flooring, structure, or surrounding area to be unsafe or unsuitable. You must ensure that children, pets, residents, employees, visitors, and third parties remain away from the work area while work is being carried out and during any curing or drying period.

13. Bespoke Work, Artwork, and Commissions

For bespoke artwork, resin, epoxy, Venetian wall treatment, decorative finishes, restoration, and commissions, the final result may involve artistic judgement, hand-applied variation, natural movement, curing variation, texture, pattern, colour blending, and material characteristics. These features form part of the bespoke nature of the work.

Designs, samples, mock-ups, concepts, sketches, colour proposals, and visual references are indicative unless we expressly agree otherwise in writing. Bespoke or commissioned work may require a non-refundable deposit or staged payments.



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14. Intellectual Property

Unless agreed otherwise in writing, we retain ownership of our original designs, techniques, sketches, concepts, samples, artwork proposals, photographs, written materials, and creative work. You must not reproduce, copy, sell, license, or commercially exploit our intellectual property without written permission.

15. Photographs and Marketing

We may ask to take photographs or videos of work before, during, and after completion for records, quality control, portfolio, training, insurance, or marketing purposes. We will seek appropriate permission before using identifiable private property, personal information, or sensitive details in public marketing materials.

16. Third Parties and Collaborators

We may work with trusted collaborators, suppliers, subcontractors, or specialist partners where appropriate, including stone care partners for polishing and mending services. We remain responsible for services we directly contract to provide, unless a separate agreement is made between you and a third party.

17. Consumer Rights

If you are a consumer, you may have statutory rights under UK consumer law. Nothing in these Terms and Conditions affects any rights that cannot legally be excluded or restricted. Where cancellation rights apply, these may be affected once services begin with your agreement or where bespoke, custom, or made-to-order goods or services are supplied.

18. Data Protection and Privacy

We will use your personal information only as reasonably necessary to respond to enquiries, provide quotations, manage bookings, deliver services, issue invoices, maintain records, and comply with legal obligations. We will handle personal information responsibly and will not sell your personal data.

19. Complaints

If you are unhappy with any part of our service, please contact us promptly with details and supporting photographs where relevant. We will review the matter and aim to respond within a reasonable timeframe. You must allow us a reasonable opportunity to inspect and resolve any issue before arranging third-party remedial work.

20. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any dispute will be subject to the courts of England and Wales, unless applicable consumer law gives you the right to bring proceedings elsewhere.