

Terms and conditions

Terms and Conditions of Service

1. Quotations

1.1 All quotations are valid for 7 days from the date issued.

1.2 A quotation is based on the information available at the time of inspection. Any unforeseen issues discovered once work begins may require additional work and costs, which will be discussed and agreed before proceeding.

1.3 Acceptance of the quotation confirms acceptance of these Terms and Conditions.

2. Scope of Work

2.1 Work will be carried out as detailed within the accepted quotation.

2.2 Any additional work requested by the client that is not included in the quotation will be treated as a variation and will incur additional charges.

2.3 Variations must be agreed before the additional work is undertaken.

3. Deposits and Payment

3.1 A deposit may be required before work commences.

3.2 For larger projects, staged payments may be requested throughout the project.

3.3 The balance is due immediately upon receipt of invoice unless otherwise agreed in writing.

3.4 Payment is due immediately upon receipt of the invoice unless otherwise agreed in writing. If payment has not been received within 7 days of the invoice date, a late payment charge of 5% of the total outstanding invoice value will be added for each day that payment remains overdue. Any outstanding balance, including applicable late payment charges, must be paid in full before any further works are undertaken.

4. Access to the Property

4.1 The client agrees to provide safe and reasonable access to the property during agreed working hours.

4.2 Delays caused by lack of access may result in additional charges.

5. Customer Responsibilities

The client agrees to:

- Remove valuable and fragile items from the work area.
 - Remove or protect personal belongings where possible.
 - Ensure water and electricity are available.
 - Keep children and pets away from the working area.
 - Inform the contractor of any hidden pipes, cables or known structural issues before work begins.
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6. Protection of Property

Reasonable care will be taken to protect floors, furniture and surrounding areas using dust sheets and protective coverings.

However, due to the nature of plastering, painting and tiling, some dust and minor disruption should be expected.

The client is expected to make reasonable efforts to prepare the property prior to commencement of works, including providing clear and unobstructed access to walls and ceilings and moving furniture and personal belongings where reasonably possible. Where this is not possible, the contractor may assist with the movement of furniture. In such cases, the contractor will take reasonable care; however, the contractor shall not be held liable for any damage to furniture, fixtures, fittings, or belongings during such movement unless caused by proven negligence.

7. Existing Surfaces

The contractor cannot be held responsible for defects caused by existing poor workmanship, structural movement, damp, leaks, unstable walls, loose plaster, weak substrates or other pre-existing conditions that become apparent during the work.

Additional repairs required will be quoted separately.

8. Painting

8.1 Colour variations may occur between batches, manufacturers and finishes. The contractor cannot guarantee exact colour matching to samples or previous paintwork.

8.2 Touch-ups may be visible depending on lighting conditions, surface texture and the age of existing paintwork.

8.3 Drying and curing times will vary depending on temperature, ventilation and humidity conditions.

8.4 The contractor cannot be held responsible for any issues arising from existing surface conditions, including but not limited to staining, previous coatings, or substrate defects becoming visible after painting.

8.5 Paint purchased specifically for a client's project is non-refundable once ordered, mixed or tinted. This is due to paint being specially prepared, colour-matched or tinted to the client's specification and therefore cannot be returned to suppliers.

8.6 If a project is cancelled after paint has been purchased, tinted or prepared, the client remains liable for the full cost of the paint materials.

9. Plastering

Fresh plaster requires adequate drying time before decorating.

The contractor cannot be responsible for delays caused by weather or ventilation affecting drying times.

Minor shrinkage cracks may naturally occur as plaster dries and are not considered defects.

10. Tiling

Tile layouts will be agreed before fixing commences.

Natural stone and patterned tiles may vary in colour, shade and texture.

The contractor cannot guarantee perfectly equal grout widths where walls or floors are uneven.

Any defective tiles supplied by the customer should be inspected before installation.

Where the customer chooses not to have waterproofing, tanking, sealing, or other recommended moisture protection measures carried out prior to tiling due to budget limitations or personal preference, the customer acknowledges and accepts the increased risk of water ingress. The contractor shall not be held liable for any leaks, water damage, mould, structural damage, or associated costs arising from the absence of waterproofing where this work has been declined by the customer. The customer accepts responsibility for this decision and any resulting consequences.

11. Materials

11.1 Unless otherwise agreed, materials supplied by the contractor remain the property of the contractor until paid for in full.

11.2 Where the contractor sources materials on behalf of the client, a standard 10% procurement fee will be added to the cost of the materials. This fee covers the time spent sourcing and purchasing materials, fuel, collection, transportation and associated administration.

11.3 Any materials supplied by the client must be available on site before work commences. The contractor accepts no responsibility for delays, defects or additional labour costs resulting from client-supplied materials.

11.4 Any surplus or unused materials purchased specifically for the client's project will become the property of the client once the final invoice has been paid in full. Until payment has been received in full, ownership of all materials remains with the contractor.

11.5 Materials purchased specifically for a client's project are non-refundable once ordered or collected. If the project is cancelled after materials have been purchased, the client remains liable for the full cost of those materials.

12. Delays

12.1 The contractor will not be liable for delays caused by circumstances outside their reasonable control, including:

- Weather
- Material shortages
- Supplier delays

- Illness
- Power or water outages
- Unforeseen structural issues

12.2 Completion dates are estimates unless specifically agreed otherwise.

13. Waste Disposal

13.1 Unless otherwise agreed in writing, the disposal of waste generated during the works is the responsibility of the client.

13.2 The contractor will remove and dispose of up to one standard refuse bag of waste at no additional cost.

13.3 Where the client requests the removal of larger quantities of waste, an additional charge will apply to cover the cost of lawful transport and disposal by a licensed waste carrier.

13.4 Any charges for waste removal will be agreed with the client before the waste is removed.

14. Completion

Work is considered complete when the contractor has finished the agreed scope of work.

The client should inspect the work promptly and notify the contractor of any concerns within seven days.

15. Guarantee

Workmanship is guaranteed for 12 months from completion, provided that:

- The work has not been altered by others.
- The defect is due to workmanship and not structural movement, leaks, damp, accidental damage, misuse or normal wear and tear.

Manufacturer warranties apply to materials where applicable.

16. Liability

The contractor holds appropriate public liability insurance.

Liability is limited to the value of the work carried out and excludes indirect or consequential losses unless required by law.

17. Cancellation

17.1 The client may cancel the work by providing written notice.

17.2 If the client cancels after materials have been purchased or work has commenced, the client will be responsible for:

- The cost of materials already purchased.
- Labour completed up to the date of cancellation.
- Any non-recoverable costs incurred.

17.3 Where the client cancels at short notice and the cancellation results in insufficient time for the contractor to secure alternative work, a cancellation fee may be charged to compensate for the loss of earnings. The fee will be reasonable and reflect the losses incurred.

17.4 For cancellations made less than 48 hours before the agreed start date, the contractor reserves the right to charge a cancellation fee of up to 20% of the quoted labour cost, in addition to any costs already incurred.

18. Health and Safety

The contractor reserves the right to stop work where unsafe conditions exist.

19. Complaints

Any concerns should be raised as soon as reasonably possible to allow the opportunity to inspect and rectify any genuine workmanship issues before another contractor is appointed.

20. Acceptance

Acceptance of a quotation or booking of work constitutes acceptance of these Terms and Conditions.