

RColorCraft – Customer Terms & Conditions

(Painting & Home Improvement Services)

1. Service Scope & Applicability

1.1 All painting, polishing, texture, waterproofing, repair, renovation, and allied services provided by RColorCraft shall be strictly as per the approved quotation, app booking details, or written work order.

1.2 Any work not included in the approved shall be treated as **extra work** and will be executed only after receiving prior written approval from the customer via app, WhatsApp, email, or written confirmation.

1.3 Verbal instructions shall be considered valid only if subsequently confirmed in writing.

1.4 Measurements, quantities, and scope are subject to site conditions. Final billing shall be based on the actual work executed.

2. Pricing, Taxes & Payment Terms

2.1 Prices mentioned in the quotation/app are valid for a limited period only and are subject to revision thereafter.

2.2 All rates are exclusive of applicable GST and other taxes unless explicitly stated otherwise.

2.3 An advance payment may be mandatory prior to commencement of work, as specified in the quotation or app booking.

2.4 Balance payment must be made immediately upon completion of work or as per agreed milestone-based terms.

2.5 In case of payment delay, RColorCraft reserves the right to temporarily hold or suspend the work.

2.6 Any additional costs arising due to delay, including manpower idling, remobilization, or material wastage, may be recovered from the customer.

2.7 Work completion certificate and/or warranty (if applicable) shall be issued only after receipt of full and final payment.

3. Material Policy

3.1 Materials supplied by RColorCraft shall be of standard reputed brands and as per the grade, shade, and specifications mentioned in the quotation.

3.2 Shade variation, batch difference, or texture variation is part of the natural manufacturing process and shall not be treated as a defect.

3.3 RColorCraft shall not be responsible for the quality, coverage, durability, finish, or compatibility of materials supplied by the customer.

3.4 Any impact on work quality or timeline due to customer-supplied materials shall not be the liability of RColorCraft.

4. Surface Condition & Pre-Existing Defects

4.1 The final finish of painting/coating work depends on the existing surface condition.

4.2 RColorCraft shall not be responsible for pre-existing issues such as seepage, dampness, leakage, structural cracks, uneven plaster, fungus, or failure of old paint.

4.3 Rectification of such defects shall be carried out only if specifically included as a separate item in the quotation.

5. Workmanship Warranty

5.1 Warranty, if applicable, is limited strictly to workmanship. Material warranty shall be governed by the respective brand/company's terms.

5.2 Warranty does not cover normal wear and tear, moisture, seepage, structural movement, electrical or plumbing issues, misuse, negligence, or external factors.

5.3 Any third-party repair, modification, or alteration shall automatically void the warranty.

5.4 Warranty claims shall be considered valid only if raised in writing within the stipulated time period.

6. Site Readiness & Customer Responsibility

6.1 The customer shall ensure proper site access, electricity, water supply, lighting, ventilation, and a safe working environment.

6.2 Shifting of furniture, protection of valuables, and safety of fragile items shall be the customer's responsibility unless specifically included in the quotation.

6.3 Any delay due to site unavailability or lack of readiness may result in timeline extension, for which RColorCraft shall not be held responsible.

7. Timeline & Execution

7.1 Completion timelines are tentative and may vary due to site conditions, weather, material availability, design changes, or unforeseen circumstances.

7.2 Extension of timelines shall not be considered a breach of contract.

7.3 RColorCraft shall not be liable for delays caused by force majeure events including natural calamities, strikes, or government restrictions.

8. Rescheduling, Cancellation & Refund Policy

8.1 Cancellation after booking confirmation may attract applicable cancellation charges.

8.2 Any rescheduling request must be communicated at least 24 hours in advance.

8.3 In case of cancellation after work commencement, the cost of executed work, materials, and mobilization charges shall be non-refundable.

8.4 Advance payments are non-refundable unless explicitly stated otherwise.

9. Damage, Risk & Limitation of Liability

9.1 While reasonable care is taken during execution, RColorCraft shall not be liable for hidden damages, pre-existing defects, minor wear and tear, hairline cracks, or structural issues.

9.2 RColorCraft's liability, under any circumstances, shall be limited to the value of the service provided.

9.3 RColorCraft shall not be liable for indirect, incidental, consequential, or loss-of-business damages.

10. Safety, Clean-Up & Waste Disposal

10.1 RColorCraft team follows standard safety norms during execution.

10.2 Basic post-work cleaning will be carried out; deep cleaning or debris removal is not included unless specifically mentioned.

10.3 Construction waste disposal shall be carried out in accordance with local regulations.

11. Images, Videos & Documentation

11.1 Site images and videos may be captured for quality audits, training, records, or marketing purposes.

11.2 Customer identity or sensitive personal information shall not be publicly disclosed without prior consent.

12. Dispute Resolution & Jurisdiction

12.1 Any disputes shall first be attempted to be resolved through mutual discussion and amicable settlement.

12.2 All legal matters shall be subject to the jurisdiction of the company's registered location only.

13. Acceptance of Terms

13.1 Booking through the RColorCraft app, approving a quotation, making an advance payment, or confirming a service shall constitute full acceptance of these Terms & Conditions.

13.2 RColorCraft reserves the right to modify or update these Terms & Conditions at any time without prior notice.