



Terms & Conditions

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY - BY USING THE SERVICES OF STOCKBRIDGE DECORATORS YOU ARE ENTERING INTO A CONTRACT WITH US AND AGREEING TO THE FOLLOWING TERMS AND CONDITIONS.

'We', 'us' and 'our' means Stockbridge Decorators. 'You', 'the client', 'the customer', 'your' means the person who requested our services and enters into this contract.

SECTION 1 – FIXED RATES AND QUOTATIONS

1.1 Contract

The agreed final quote represents a written contract for the exact work to be completed at the price quoted.

- Any agreement made verbally is not covered by the contract unless it has been written into said contract.
- The agreement is made between Stockbridge Decorators and the customer. The customer is identified as the person who has requested the quotation.
- Stockbridge Decorators will not enter into any dialogue, accept any requests or communicate in any way with anyone other than the customer, except where the customer has provided written permission that allows them to do so.
- The acceptance of the quote, electronically or by any other means signifies a full acceptance and commitment to accept these terms and conditions.

Please review your quotation carefully before accepting.

1.2 Scope of quoted work

The quote provided by Stockbridge Decorators to the customer represents the requests of the customer. It is not a builder's survey and we will not be held liable for any task which is not written into the quote.

1.3 Electric and water

The customer is expected to provide electrical power, running water and toilet facilities where reasonably possible.

1.4 Condition of existing walls and ceilings

Unless specifically mentioned, no provision is made for repair of plastering beneath papered walls or ceiling surfaces, as it is assumed that such plastering is in good condition, and is suitable to take treatment specified. Similarly, the costs of the repairs and renewals of any defects which are not visible at the time of estimating will be chargeable, unless allowance for such items is included.

1.5 Cancellation

In the event of cancellation by the customer, the customer agrees to notify Stockbridge Decorators in writing or by email 28 days before the project start date. In the event that Stockbridge Decorators are not notified of the cancellation, the customer agrees to pay all of Stockbridge Decorators administration, lost work and scheduling costs amounting to no less than 25% of the total project cost.

If the customer elects to cancel our services after we have begun work, the customer is liable to pay all of Stockbridge Decorators administration, lost work and scheduling costs amounting to no less than 50% of the total project cost. Postponement of scheduled works rather than cancellation is acceptable, only if the rescheduled date is bona fide and within 8 weeks of the initial date scheduled. Should further postponement occur, you will be deemed to have cancelled our services and the cancellation levy will apply as above.

1.6 Materials

All necessary materials can and will be provided by us unless otherwise agreed. All materials will be of high quality and used in an appropriate manner as per the manufacturer's guidelines. Where it is necessary to match existing decor, our work will be carried out with this in mind, using appropriate materials that provide an exact match where possible. If an exact match is not achievable, the customer will be consulted and advised appropriately. Stockbridge Decorators are not responsible for the performance or suitability of any materials, parts or products purchased directly by the customer. Allowing Stockbridge Decorators to use such things noted above is done so at the customer's own risk.

1.7 Changes to your quote

Any quote or estimate is subject to revision if a customer makes changes to their property or building after receiving a quote from Stockbridge Decorators. Customers must inform Stockbridge Decorators with a list of any changes as soon as possible so that their quote can be revised.

If any changes are made to the property or building and Stockbridge Decorators have not been notified, this may result in a delay for work to commence. An updated quote will be produced and issued.

1.8 Completion timescales

Estimated completion times are guidelines and although we will endeavour to complete the work in the time frame intimated, we will not be held liable for failure to complete the scheduled works within the estimated time frame. Similarly, it may be that by employing extra resources we can finish a project more quickly than estimated, in which case the price of the quote will not change.

1.9 Storage of tools

We may on occasion request that tools be left on site overnight. The customer reserves the right to decline such requests.

1.10 Validity period of quotations

Quotes are valid for 28 days from the date of issue.

1.11 Damages and sub-standard workmanship

It is the responsibility of the customer to:

- Remove valuable and/or fragile items from the areas to be decorated.
- Remove pictures and other items hanging from the wall.
- Remove electrical goods from the areas where works will be carried out.

Assistance can be provided with the re-positioning and/or removal of bulky furniture items and goods. We reserve the right to decline to move goods if the condition is at risk of damage to the equipment or the property. We reserve the right to decline to move particularly heavy or bulky items if they present a higher than accepted health and safety risk. Where items cannot be covered or protected, but could easily be removed, we will request that they are removed before work commences. We cannot be held liable for damage to such items if they are not removed.

Where any doubt exists as to the suitability and or structural soundness of any working platform such as balcony, flat roof etc. the customer may be asked to provide professional evidence such as structural engineers report prior to works commencing. Where a roof of any type/style is to be used to gain access for external decoration works, Stockbridge Decorators accept no liability for any damage caused as a result of utilising access during the works.

In the event of breakage or damage to the property, Stockbridge Decorators will notify the customer immediately and set out steps to remedy the situation. Similarly, if at the end of the job the customer is dissatisfied with any aspect of the service, they must inform us as soon as possible. Customers must allow Stockbridge Decorators to effect a remedy using our own trades persons and under no circumstances will we be held liable for the costs of reparations by third parties that we have not expressly agreed to in writing. Stockbridge Decorators must have it in writing within 24 hours of an alleged breakage or damage caused by our employees.

1.12 Additional work

We are in most cases happy to do small “favourites” for our customers over and above our quotations, however this is expressly done at your own risk and we will not accept any responsibility for any work undertaken that is not in your written quote, including loss or damage to persons or property.

1.13 Precautions

We will take every possible precaution to ensure that all vulnerable areas and any objects left in the work area are carefully and thoroughly covered and/or masked. However, there will always remain a very small risk of over-spill or dust getting past these precautions. In the rare event of over-spill, dust or other cosmetic damage, we will endeavour to ensure that it is satisfactorily cleaned.

1.14 Pre-existing damage

We may take photographs of your property or complete a pre-existing damage form prior to the start of the project. In the unlikely event that we do damage your property and this is a result of our negligence, you will be covered by our insurance for the full amount. However, claims that we can dispute with photo evidence or written agreement will incur a £50.00 charge per complaint to cover administration costs.

1.15 Payment of quoted and fixed price work

The customer agrees to pay the invoice for completed work within 14 days. In the event that the customer is unhappy with the standard of workmanship, the correct complaints procedure as shown in these terms and conditions must be followed. All materials purchased for, or on behalf of the customer, remain the property of Stockbridge Decorators until payment of the final invoice has cleared. In the event of dispute, the customer agrees to allow access to the property to a representative of Stockbridge Decorators to retrieve all materials that remain in the property. We are happy to provide invoices for businesses and individuals. However, payment is due within the time-scales as stated in the Terms and Conditions and the amount, unless amended by Stockbridge Decorators, is fixed in the quotation. Therefore, the customer is liable for payment, regardless of whether an invoice has been received. A second copy of an invoice can be issued at a cost of £15.00 per invoice to cover administration costs.

1.16 Completion of the project

If Stockbridge Decorators deems it necessary, the customer must be available on the last day of the project for consultation and final sign-off for the project. In the event that the customer is unavailable, unless otherwise agreed in writing, the customer accepts that the project has been completed to their satisfaction and payment in full is due.

1.17 Termination of the contract by Stockbridge Decorators

Stockbridge Decorators will not tolerate aggressive or rude behaviour, racism, nationalism, sexism, homophobia or ageism directed towards any of its staff or trades-persons and reserves the right to terminate the project at any time in this event.

SECTION 2 – PAYMENT

2.1 Payment methods

We accept bank transfers and Visa/MasterCard for settlement of your account.

2.2 Payments to trades-persons

Our staff are not permitted to accept payment to pay for your deposit or completed job, you must pay Stockbridge Decorators directly unless you have been given permission from one of our Directors through email or our contact number. Your account will remain outstanding until such time as Stockbridge Decorators receives payment directly.

If you pay any member of staff for either a deposit or completion of work, you will be in breach of your terms and conditions and an administrative charge of £50.00 will be charged.

2.3 Payment time scales

The customer agrees to pay the invoice a maximum of 14 Days after submission of the project invoice. Stockbridge Decorators reserves the right to re-issue the invoice and request payment within 5 days of re-issue. Should the outstanding balance not be settled within 5 days, Stockbridge Decorators have the right to apply an administration charge of £80.00 for each re-issue of invoices thereafter.

2.4 Unpaid account

In the event that Stockbridge Decorators cannot recover any outstanding amounts after a reasonable amount of time, we will employ the services of a debt collection agency. The customer accepts that the debt collection agency will increase the outstanding amount to cover their costs - this fee is applied as soon as the debt is passed from us to them and usually amounts to 33% of the cost of the invoice - it is therefore strongly in your interests to settle your invoice as soon as possible to avoid these extra costs. Once the debt passes from us to the debt collection agency, we have no further involvement in the account and cannot reverse the process or any associated fees.

SECTION 3 – PRIVACY POLICY

We will never sell or pass on your contact details to any other company or third party, unless required to do so by law. When you contact us, your details may be retained to assist with your enquiry. Your details will be used for correspondence and may also be used for marketing purposes by Stockbridge Decorators. If you do not wish for your details to be used for marketing purposes, please contact us.

Stockbridge Decorators collects details about you from your use of our service and your visits to our web site and other sites accessible from them.

We may collect additional information in connection with your participation in any promotions or competitions offered by us and information you provide when giving us feedback. We also monitor customer traffic patterns and site use which enables us to improve the service we provide.

Access rights - To obtain a copy of the personal information Stockbridge Decorators holds about you, please write to us at: Data Protection Officer, Stockbridge Decorators 3/2 Monmouth Terrace EH3 5QT enclosing your cheque or postal order for £10.00 payable to Stockbridge Decorators.



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