

PLEASE READ THESE TERMS AND CONDITIONS AND WARRANTY CAREFULLY – BY USING THE SERVICES OF THISTLE DECORATING SERVICES LTD YOU ARE ENTERING INTO A CONTRACT WITH US AND AGREEING TO THE FOLLOWING TERMS AND CONDITIONS

‘We’, ‘us’ and ‘our’ means Thistle Decorating Services Ltd. ‘You’, ‘the client’, ‘the customer’, ‘your’ means the person who requested our services and enters into this contract.

1. The agreed final quote represents a written contract for the exact work to be completed at the price quoted.
 - The agreement is made between Thistle Decorating Services Ltd and the client. The client is identified as the person who requested the quotation.
 - Thistle Decorating Services Ltd will not enter into any dialogue, except any requests or communicate in any way with anyone other than the client except where the client 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 check your quotation carefully.
2. Payment Terms: Our payment terms are 7 working days unless otherwise agreed. A deposit may be required prior to works, with the remainder being paid immediately upon completion of works.
3. Stage Payments: Any stage payments will be detailed in our quotation.
4. Day Rate works: If works are carried out on day rate basis our standard day rate covers Monday to Thursday during our working hours which are 08:00 to 16:30 and Friday 08:00 to 14:30, Saturdays and bank holidays and all out of hours works are charged at a premium rate. Day rate invoices will show the labour element, materials (paints, wallpapers purchased) and ‘Sundry items’ (Hire charges for specialist access and specialist machinery in addition to decorative materials used to complete the works).
5. Contract payments: Full payment will be required 7 days from the invoice date.
6. As part of our commitment to providing excellent customer service we aim to ensure that we deliver a high standard of service and workmanship and that the customer is completely satisfied with the works carried out under the terms of the agreement. If you are not satisfied with the standard of work for whatever reason, we will endeavour to remedy the issue. Any grievances should be brought to our attention, by letter or mail within 5 days of the completion works.
7. All necessary materials can be provided by us and will always be of a high quality and used in an appropriate manner as per the manufacturer’s guidelines. We cannot guarantee any materials provided by the customer. 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 will not be achievable, the client will be consulted.

Terms & Conditions & Warranty



8. Any quote or estimate is subject to revision if there are any changes to the nature or extent of the requested work. This may apply to both labour and materials. Quotes are valid for 30 days from date of issue.
9. It is the responsibility of the client to ensure that all valuable and/or fragile items, pictures and other wall-hanging and electrical goods are removed from the rooms that works are to be carried out.
10. If the removal and reinstatement of radiators is required, you will be informed during the survey and it is the customer's responsibility to ensure that this is completed prior to our agreed arrival date.
11. Where items cannot be covered or protected, but could easily have been removed, we will request that they are removed before work commences.
12. During external decoration, we may require access within a lawned or bedded area. Although we will endeavour to be as careful and considerate as possible, the use of access equipment and the process of works may cause some temporary damage to these delicate areas.
13. If there are parking restrictions immediately and surrounding the site, we may request the temporary use of the customer's driveway or parking space if available.
14. If we suspect that there is asbestos (disrupted) We will not decorate any surface until a report is produced to deem safe. The removal of asbestos, if required, will be the responsibility of the customer through a qualified specialist.
15. We may on occasion request that tools be left on site overnight. The client reserves the right to decline.
16. The client will be expected to provide electrical power, running water and toilet facilities where reasonably possible.
17. Payments are to be received in full as per the qualifications attached to the quotation. Failure to comply may lead to court proceedings.
18. Access equipment or platform to be supplied by others for our use and free of charge if available or will be outlined in our quote.
19. Road closures, pavement licenses if required are to be sought from local authorities and paid for by the client.

Terms & Conditions & Warranty



20. As some jobs can over-run due to reasons beyond our control, we reserve the right to postpone start date of works, with a minimum of 12 hour's notice. However, we will endeavour to provide as much notice as possible. Should such a delay occur we will do our best to agree an alternative start date as close as possible to the original.
21. The customer named within the accepted quotation or instruction has the right to cancel the works at any time prior to the start date. However, if a cancellation is received less than seven days prior to commencement of works, the customer may lose some or all of their deposit (if paid in advance).

WARRANTY

We will abide by the manufacturer application procedures and methods to ensure that the warranty provided by the manufacturer of materials is adhered to.