

Thompson's Refurbishments Terms and Conditions for Building and Refurbishment Services  
*Whilst we guarantee you will be happy with the finish of our work; the following terms and conditions have been designed to avoid confusion and to ensure your work is completed as expected and on time.*

#### 1. Introduction

- a. Welcome to TR , where trust, integrity, and loyalty form the foundation of our business.
- b. These terms and conditions (the "Terms") govern the provision of our building and refurbishment services to our valued customers.

#### 2. Estimates and Quotes

- a. We will visit your home to provide a detailed quote for our services.
- b. Estimates are based on the information available during the visit. Changes may occur between the quote and the actual work, TR must be notified as soon as practicable of any alteration to the work and/or adjustments to the quotes..
- c. Any additional work or modifications will be discussed and agreed upon in writing before implementation.

#### 3. Liability and Insurance

- a. We maintain liability insurance to cover potential issues deemed our fault.
- b. Any damages or losses caused by factors beyond our control are not covered by our insurance.
- c. Damages made to our work whilst or after we have completed by other trades or yourself may be charged for.

#### 4. Customer Responsibilities

- a. Customers are responsible for moving furniture and belongings, ensuring the work area is safe, and securing personal items. All furniture and contents (including curtains and blinds) will be removed from the area(s) being decorated by the client or moved into the centre of the room. We are able to move furniture and window dressings but it must be specified in the quote and agreed before. All areas that are to be painted should be hoovered/cleaned and rubbish removed prior to us starting. Cleaning completed by us will be charged for.
- b. Thompson's Refurbishments provides a property cleaning service after the work is completed to tidy up after ourselves which is included in the labour price unless agreed by the client to be omitted.
- c. All plant material that touches the external of a property which is to be painted is to be cut away from external of property, unless the client(s) want it to be painted around.
- d. Newly painted windows and doors will require being left slightly open for a minimum of 24 hrs to allow the paint to fully dry, this reduces the risk of windows sticking shut and being unable to open and close easily.
- e. It is the client(s) responsibility to advise us of any restrictions, such as a property being a listed building at the time of us quoting for the work. All authorisation via planning or other relevant organisations will be completed by you, the client.

#### 5. Safety and Training

- a. We commit to following safe and industry-standard practices in all our work.
- b. Our employees are trained to perform their duties safely and efficiently.

c Customers must provide our employees with a safe and accessible workspace, including utilities such as electricity and water.

## 6. Payment

a. Payment shall be made by means of transfer to our specified bank account or in cash (a signed receipt will be provided for cash payments). We accept cheques in special circumstances and this will have to be agreed prior to work commencing.

b. A 50% deposit is required before the commencement of any work. The remaining 50% is due upon the satisfactory completion of the project.

c. Payments can be made by [accepted payment methods], and details will be provided upon request via invoicing.

*Any delays in payment may result in charges being added at a rate of £25 per every day over the date stated on our invoice. Extensions may be agreed but this must be in writing and at least 5 days prior to us starting.*

## 7. Changes and Amendments

a. Any changes or amendments to the project scope must be mutually agreed upon in writing. Work will be completed as per the quote, so please ensure everything is included.

If any items are not stated on the quote, then the item will not be included as part of the work carried out.

b. Changes may affect the project timeline and cost, which will be communicated to the customer.

c. Once your decorating has been completed any snags should be received by us within 48 hours of us leaving, unless previously agreed in writing.

d The hire cost of a cherry picker or scaffolding may vary, but advance notice of this will be provided prior to us starting. 100% of the hire cost is required at the time of us booking with our supplier.

## 8. Project Timeline

a. We will provide an estimated project timeline, but delays may occur due to unforeseen circumstances.

b. We will make reasonable efforts to complete the project on time.

## 9. Termination

a. Either party may terminate the agreement with written notice if the other party breaches the terms of this agreement.

b. Termination does not absolve either party of any financial obligations incurred before the termination date.

## 10. Dispute Resolution

a. In case of disputes, both parties agree to engage in good-faith negotiations to reach a resolution.

b. If a resolution cannot be reached, either party may seek legal remedies as necessary.

## 11. Entire Agreement

a. These Terms constitute the entire agreement between TR and the customer and supersede all prior agreements, written or oral.

## 13. Contact Information

a. For any inquiries or concerns related to our services or these Terms, please contact us at [info@thompsonsrefurbishments.com](mailto:info@thompsonsrefurbishments.com)

## 14. Acceptance of Terms

a. By engaging our services, you acknowledge and agree to these Terms and Conditions.