**Terms and conditions**

**This quotation is a binding agreement to the price.**

**A deposit must be paid, this is normally 25%of the total cost of the labour and will be required at the outset. This should be sent to us (by bank transfer or cheque) at the time of accepting the job and agreeing upon a start date either in writing or via email.**

**A quotation is given on the basis that it covers material and labour required to complete the work to the specification at the price quoted. In the event of unforeseen circumstances such as poor substrates or structural defects being found once work is underway, these will fall outside the terms of the quotation. This will be brought to the attention of the homeowner immediately to agree remedial action and additional costs if applicable.**

**\*Order cancellation\***

**Customers have a right to cancel the contract within 14 days starting from the day after the contract has been agreed upon (either via email or in writing).**

**Due to forward planning and commitment to labour and product costs, regrettably we will have to levy a cancellation charge to the value of the deposit taken if you cancel after 14 days of the contract bei ng agreed upon.**

**In the case of the service being supplied within the 14 day cancellation period the customer ceases to have the right to cancel if the service been fully performed or performance of the service has begun.**

**Also some of our suppliers may levy a cancellation charge under their own terms and conditions. Any charges levied for cancellation or return of goods purchased in advancefor the job will be recharged to you at cost.**