

CONTRACTUAL SERVICE TERMS & CONDITIONS

These terms and conditions apply to all contracts between the parties and are agreed to when placing an order either in writing or accepting a quotation.

CONTRACT INTRODUCTION;

1. The Contract Terms are agreed between the following parties and with the following meanings; “**We**”, “**Us**” or “**Our**” and a Customer may be referred to as “**You**” or “**Your**”, and the Customer may individually be referred to as a “**Party**” and together the “**Parties**”.
2. Where there is any inconsistency between the terms of the Contract, the following order of precedence shall apply
 - a. the Confirmation Email (if applicable);
 - b. the Verbal Agreement to proceed;
 - c. these Master Service Terms;
3. Any promotional discounts and offers We market with respect to SFIR Home Improvement services will not affect the Contract unless explicitly stated to do so in Writing. Any promotional offer given to You subject to You making full payment of the Invoice, Failure to pay any outstanding sums can result in the loss of the Workmanship warranty or promotion.

Approved Works means the Contracted services to be provided by Us to You and as set out in the Confirmation Email or quotation provided by SFIR Home Improvements.

Approved Tradesperson means Our teams of skilled workers who have all passed out internal vetting process.

Customer Details and References means the name/s and address details You have provided to Us to instigate the Legally Binding Contract; this may also refer to the SFIR customer number / reference.

Contract Content means the description of the Contracted Work that You are expecting and that We have agreed to in the Contract.

Business Day means a day, other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

Business Media You agree that the information that has been provided by Us, whether on our website, or via business marketing, or business letters or by way of a quotation, is the only information You agree to rely upon in relation to Your Contract with Us.

Verbal / Sales Presentation You confirm that You have not entered into the Contract with Us based upon verbal statements or promises made by Us. You agree that You have had Your 14 day consumer cancellation period explained to You and if You have chosen to have the Contract completed / carried out within Your 14-day cancellation period you do so at Your request, not because of anything the company or its agents have told you.

Card Payment You understand that We offer a Payment Card facility, We do not make any additional charges for processing Your payment.

Guarantee means the SFIR Home Improvements 2-year workmanship Guarantee.

IP means any intellectual property rights, including the rights to any data, content or material, inventions or patents, copyright, design rights, trademarks, goodwill in any business names or signs

SFIR Home Improvements is a trading style of Compo Matte Limited registered in the UK with Company Registration No. 16272263. Our registered office is 11 Dettingen Crescent, Deepcut, Camberley, Surrey GU16 6GN.

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or domain names, database rights, know-how and any other intellectual property rights, whether registered or unregistered, existing anywhere in the world.

Affiliate - Subcontractor means an individual, sole trader, consultant, agent or company We engage to carry out or assist Us in carrying out the Works. You understand that the Affiliate Tradesperson is engaged by SFIR Home Improvements and Your Contract is with SFIR Home Improvements and all payments are to be made to SFIR Home Improvements not the Affiliate or Contractor.

Termination means the action SFIR Home Improvements may take to cancel the Contract between Us and You and no reason needs to be given if such a cancellation happens or is about to happen.

We agree to provide the Contracted Works lawfully at all times and not infringe any applicable laws, regulations, codes of conduct, regulatory guidance, any regulatory decisions or court orders;

We agree to a clear scope of works / quotation and a binding contract with You the Customer/s before commencement of any Contracted works, including providing Customers with any information required under consumer protection laws, and where possible We will perform Work for You under and in accordance with a written contract that You will be a party to prior to commencement of any Contracted Works;

We agree to perform such Works in accordance with good industry practice meaning such professional standards of skill, care, timeliness and diligence that You would expect a competent tradesperson would be expected to conform to;

We will provide all of the Contracted Works in a way that takes the environment and damage to it into consideration.

DATA PRIVACY

Any personal information that You provide to Us will be dealt with in line with Our Privacy Notice which explains what information We collect and hold about You, and how We collect, store, use and share such information.

PAYMENT

You shall pay the Deposit and Final Balance in accordance with the payment terms set out.

If We offer You an Interest Free Payment Facility, We expect You to provide card Payment details so We may take direct debit details or Card Payment Authorisation from You for the payment of the Fees.

If the direct debit instruction is cancelled or the Card Payment Authority is revoked at any point during the Contract Term, We reserve the right, at Our discretion, to Suspend or Terminate the Contract with immediate effect. For the avoidance of doubt, ceasing payment of the Fees by cancelling Your direct debit or revoking Your Card Payment Authorisation does not constitute a valid termination by You of the Contract and You shall remain liable to pay the full Cost of the Contract.

When placing an order for Contracted Works, You will be required to make a deposit payment this can be made by debit/credit card payment in advance of the Commencement Date. If Your card payment fails, We reserve the right to attempt to take payment from the card details You provided when requesting the Services. Acceptance of the Terms constitutes Your authority for Us to attempt to take this payment.

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All Contract Fees are payable in UK pounds sterling by bank transfer, direct debit or credit card Payment Authorisation (in cleared funds) to Our nominated bank account.

All Fees or other payments due by You under Our Contract shall be paid in full without any deduction, set-off, counterclaim or withholding (unless required by law).

If You dispute any element of an invoice, You must notify Us by calling Us on 0333 3222 600 within 14 days of receipt of the relevant invoice. Otherwise, it is deemed accepted by You.

Without prejudice to any other right, claim or action, where You fail to pay any outstanding Fees by the due date for payment, We will request payment within such period as We determine. Failure to pay may result in the referral of outstanding Fees to a third-party debt recovery business.

Appointment of this business remains at Our sole discretion. We also reserve the right to require an administration fee to meet the costs of such referral and these fees will be added to Your current/remaining debt.

As a Consumer, You have the right to a 14-day Consumer Cancellation Period, this is part of your statutory rights; if you decide to Cancel the Contract within the 14 day period, any deposit paid by You will be refunded in full, irrespective of any work/s being started.

If You cancel the Contract outside of the 14 day Consumer Cancellation Period, whether We have started the Contract or Not, then You will lose any Deposit paid to Us;

If we have started the Contract or made purchases to complete the Contract then You will become liable for any reasonable cost We incur and / or You may be charged the full cost of the Contract.

Entire Contract

You confirm that You did not enter into the Contract in reliance on any representation made by Us other than those which are expressly set out in the Contract or Quotation. All descriptions and other information in Our advertising and publicity material are illustrations only and do not form part of the Contract. The Contract constitutes the entire agreement between Us and You and supersedes and extinguishes all previous Contracts, promises, assurances, warranties, representations, understandings and terms and conditions between Us and You relating to the Services, whether written or oral. Nothing in this Clause shall operate to limit or exclude any liability for misrepresentation or fraud.

Severance

Should any part of the Contract be declared invalid, illegal or unenforceable by a court of competent jurisdiction, this shall not affect the validity of any remaining portion which (if legally permitted) shall remain in full force and effect. If any invalid, illegal or unenforceable provision of the Contract would be valid, legal or enforceable if some or part of it were deleted, the provision shall apply with whatever modification is necessary to give effect to the commercial intention of the Parties.

Waiver

Any delay or failure by either Us or You in enforcing or exercising any term or condition of the Contract, in full or in part, will not be deemed a waiver or in any way prejudice any right of either Us or You to enforce that term or condition subsequently.

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Third Party Rights

A person who is not a party to the Contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract, but this does not affect any right or remedy of a third party which exists or is available apart from such Act.

Force Majeure

We shall not be in breach of the Contract, or otherwise liable to You for any delay or failure to provide the Services if such delay or failure is due to an event, circumstance or cause outside of Our reasonable control, including but not limited to acts of God, pandemics, strikes, technical failures or supply failures.

Law and Jurisdiction

The Contract and any dispute or claim arising out of, or in connection with, it, its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales. To the maximum extent permitted by law, any dispute or claim arising out of, or in connection with the Contract, its subject matter or formation shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Version

These Contractual Service Terms were last updated 22d June 2026.