



## GEODEC Guard – Terms & Conditions

Welcome to **GEODEC Guard** – our exclusive subscription-based decorating maintenance service designed to keep your space looking freshly decorated all year round. Please read these Terms & Conditions carefully. By subscribing to GEODEC Guard, you confirm that you understand and agree to the following:

### 1. Warranty Coverage

#### 1. Service Eligibility

- GEODEC Guard is available to **both new and returning customers.**
- A **50% discount** is available for returning customers **only if GEODEC has completed a decorating or design project at the same property within the past 14 days.**
- This discount is subject to verification and does not apply to properties serviced before this 14-day window. Please email [office@geodec.co.uk](mailto:office@geodec.co.uk) for discount code.
- The service is currently available throughout **Kent, London, and surrounding areas.**
- Properties must be in a maintainable condition and safely accessible.

#### 2. Minimum Subscription Term

- All GEODEC Guard subscriptions require a **minimum 3-month commitment.**
- Subscriptions may be paid **monthly or annually.**
- After the initial term, you may cancel at any time with **14 days' written notice** via email: **office@geodec.co.uk.**



### 3. What's Included

Each GEODEC Guard plan – **Refresh, Maintain, or Protect** – includes maintenance of previously decorated areas, such as:

- Touch-ups for scuffs, chips, or peeling paint on walls, doors, skirting boards and frames
- Refreshing of high-traffic areas showing visible wear
- Visual inspections and minor cosmetic repairs during scheduled visits
- **Covering of surfaces originally decorated by third parties, but only if damage is due to poor preparation, incorrect product use, or inferior paint quality**

We aim to maintain a clean and consistent finish, but we do not provide full room redecorations or major overhauls as part of this service.

### 4. Surface Appearance Disclaimer

Touch-ups may appear highlighted or slightly different from surrounding areas due to:

- **Fading or discolouration** of original coatings over time
- Natural ageing of finishes or exposure to sunlight/humidity
- Previous use of unknown or mismatched paint products

We will always use the closest colour and finish match possible but cannot guarantee a flawless blend in every scenario.

### 5. What's Not Covered

GEODEC Guard does **not** include:

- Water damage, mould, damp, leaks or fire restoration
- Full-scale redecorating or design upgrades
- Repairs to wallpapered areas not installed by GEODEC
- Emergency decorating or urgent callouts (see **GEODEC Express** for fast-turnaround services)
- Works in structurally compromised or hazardous environments



## 6. Booking & Access

- Appointments will be confirmed in advance by phone or email.
- Clients must ensure **safe, unobstructed access** to the areas to be maintained.
- GEODEC is not responsible for delays caused by lack of access.
- If the client is unavailable, **written authorisation may be provided** to allow key handover to a property manager, tenant, or nominated contact.
- Missed visits or no-access situations may incur fees (see Section 7 below).

## 7. Cancellation & Missed Appointment Fees

To ensure fairness and efficiency for all clients, the following terms apply:

- Minimum Notice: All cancellations must be made with at least 24 hours' notice before the scheduled appointment.
- Late Cancellations: If less than 24 hours' notice is given, the appointment will be classed as one of the customer's scheduled GEODEC Guard visits and will be deducted from their plan entitlement.
- Missed Appointments: If our team cannot gain access to the property, or the client is unavailable at the agreed time, the appointment will also be classed as one of the scheduled visits.
- Fees: In addition, late cancellations or missed appointments will incur a £45 charge to cover travel, administration, and lost time.
- Grace Period: Our team will wait up to 10 minutes from the agreed appointment time before the visit is recorded as missed.

This policy complies with UK consumer law, ensuring the terms are clear, reasonable, and proportionate to cover the costs and disruption caused by late cancellations or missed visits.



## **8. Service Misuse, Unsafe Conditions & Force Majeure**

### Misuse of Service

We reserve the right to suspend or cancel subscriptions in the event of misuse, including:

- Excessive or repeated callouts beyond reasonable maintenance needs
- Using GEODEC Guard for full-room redecorations or colour changes
- Deliberate or preventable damage between visits

### Breach of Terms

Service may be paused or cancelled if the client:

- Fails to make payments on time
- Cancels or reschedules repeatedly without notice
- Does not provide accurate information about prior works or access needs

### Unsafe Working Conditions

Appointments may be refused or postponed if our team encounters:

- Unsafe areas (e.g. loose flooring, ladders, aggressive pets)
- Hazardous materials (e.g. asbestos, chemical fumes, mould)
- Environments not meeting UK health & safety standards

If unresolved, unsafe conditions may result in permanent service cancellation without refund.



## Force Majeure

GEODEC shall not be held liable for missed or delayed visits due to events beyond our control, including:

- Natural disasters (e.g. floods, fires, storms)
- Pandemics or public health restrictions
- Strikes, transport disruption or fuel shortages
- Illness, injury or emergency affecting GEODEC personnel
- Government-imposed lockdowns or changes in law

In such cases, your visit will be rescheduled at the earliest opportunity with no penalty applied.

## **9. Payments & Fees**

- All fees are quoted **excluding VAT** (GEODEC is not VAT-registered).
- Monthly subscriptions are billed via direct debit or secure card payment.
- **Annual subscriptions receive a 10% discount** on the standard monthly rate.
- **Annual subscriptions are non-refundable** once the 14-day cooling-off period has passed.
- If a homeowner moves to a new property during the subscription period, the plan **may be transferred** to the new address, subject to:
  - The new property being within GEODEC's service area
  - Acceptance of **non-returning customer terms** (i.e. no 50% returning discount unless GEODEC has completed a project there within 14 days)
  - Written approval from the GEODEC office
  - Residential property/customer
- A **travel surcharge may apply** for properties located outside of Kent or London. This will be quoted and agreed in advance.

Persistent non-payment may result in immediate service suspension.



## 10. Add-On Services

- GEODEC Guard covers **routine decorative maintenance only**.
- Requests for additional decorating, colour changes, design advice, or refurbishment will be **quoted separately** and delivered via GEODEC's other services.
- Add-ons are subject to availability and not guaranteed within the standard maintenance visit timeframe.

## 11. Client Responsibilities

To ensure GEODEC Guard delivers long-term results, clients agree to:

- Maintain a clean, dry environment in areas covered under the plan
- Avoid painting over maintained areas or using incompatible cleaning products
- Report issues promptly to allow scheduling during the next available visit
- Remove valuable or fragile items from working areas before appointments

GEODEC is not responsible for damage to personal belongings left in the workspace.

## 12. Renewal Policy

- **Monthly subscribers must make 3 consecutive monthly payments** before the first GEODEC Guard maintenance visit is scheduled.
- The first visit will be completed **within 14 days of the third successful monthly payment**.
- After this point, your plan continues on a **rolling monthly basis** unless cancelled with 14 days' written notice.
- **Annual plans** are active immediately and include a 10% discount.
- GEODEC reserves the right to update plan pricing at renewal, with at least 14 days' notice.



### 13. Right to Refuse Service

GEODEC reserves the right to decline renewal or refuse ongoing service if:

- There is a record of late payments, abuse, or unreasonable demands
- The property continues to pose safety risks or is deemed unworkable
- Client conduct compromises staff welfare or service standards

### 14. Photography & Quality Records

- With your consent, GEODEC may take **before-and-after photographs** for quality assurance, training, and marketing purposes.
- No personal details, addresses, or identifying features will be shown without written permission.
- Clients may opt out of photography at any time by emailing **office@geodec.co.uk**.

### 15. Dispute Resolution

We are committed to delivering high-quality service. If you are dissatisfied:

- Please contact us at **office@geodec.co.uk** and we will aim to resolve the issue within 5 working days.
- Any concerns regarding completed work must be reported within **5 working days** of the visit.
- If a mutual solution cannot be reached, all disputes will be handled in accordance with **UK consumer law** and the applicable Alternative Dispute Resolution procedures.

### 16. Service Pause Option

You may request **one service pause of up to 2 months** within any 12-month period. Paused months:

- Must be arranged in advance and confirmed in writing
- Do not count toward your minimum 3-month term
- Resume automatically unless cancelled with notice



## 17. Amendments

These Terms & Conditions may be updated from time to time. Clients will be given **at least 14 days' notice** of any changes via email or on our website: [www.geodec.co.uk/geodec-guard](http://www.geodec.co.uk/geodec-guard)

**By subscribing to GEODEC Guard, you confirm you have read and understood these Terms & Conditions and agree to be bound by them.**

Signed By:

George Ryan Matthews  
20<sup>th</sup> August 2025  
[office@geodec.co.uk](mailto:office@geodec.co.uk)