



GEODEC Guard – Terms and 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. Service Eligibility

GEODEC Guard is available to both new and returning customers.

A 50% discount is available for returning customers only if GEODEC Limited 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 for discount code.

The service is currently available throughout Kent, London, and surrounding areas. Properties must be in a maintainable condition and safely accessible.

GEODEC Guard (Protect, Maintain and Refresh) is a residential maintenance service intended for private residential properties only. Commercial properties and clients with multiple properties are not included under the standard GEODEC Guard plans and may be accommodated only by separate written agreement, under a bespoke service arrangement provided by GEODEC Limited.

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.

GEODEC Limited | office@geodec.co.uk | www.geodec.co.uk

Company Number: 16851519

VAT Number: 507501225

Registered in England and Wales



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.

Please note: GEODEC Guard provides ongoing maintenance only. It is not a guarantee against future damage, wear, or deterioration caused by client actions, environmental conditions, or external factors.

3A. Call-Out Allowances, Visit Frequency & Additional Call-Outs

Each GEODEC Guard subscription includes a maximum number of maintenance call-outs, based on the selected plan. A call-out is defined as a scheduled maintenance visit carried out under the subscription and includes all labour associated with that visit.

The maximum call-out allowances are as follows:

- **GEODEC Guard – Protect:**
One (1) maintenance call-out per calendar month.
- **GEODEC Guard – Maintain:**
One (1) maintenance call-out per three (3) calendar months.
- **GEODEC Guard – Refresh:**
One (1) maintenance call-out per six (6) calendar months.

Unused call-outs do not roll over, accumulate, or transfer between periods unless expressly agreed in writing by GEODEC Limited.

Once the maximum call-out allowance for the applicable period has been reached, clients may request **additional call-outs**, which can be **purchased separately** and will be quoted in writing at GEODEC Limited's prevailing rates prior to attendance.

Additional call-outs are subject to availability and are not guaranteed within the standard subscription scheduling timeframe.

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Call-out allowances reset automatically at the start of each new applicable period (monthly, three-monthly, or six-monthly, depending on the plan).

3B. Materials, Paint & Consumables (Additional Costs)

GEODEC Guard subscription plans include labour only for routine decorative maintenance unless expressly stated otherwise. Where any paint, materials, specialist coatings, consumables, or replacement products are required to carry out maintenance works, these will be charged in addition to the subscription fee.

Such items may include, but are not limited to, paint, primers, fillers, sealants, caulk, abrasives, specialist finishes, or discontinued colour matching products. All material costs will be quoted to the client in writing and must be approved prior to purchase and application.

GEODEC Limited reserves the right to use suitable equivalent products where original materials are unavailable or discontinued. Any agreed material charges shall be invoiced separately and are payable in accordance with GEODEC Limited's standard payment terms.

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.

Exact colour and finish matching cannot be guaranteed, particularly where paint has faded, discoloured, or where the original paint brand/finish is unknown or discontinued. GEODEC Limited shall not be liable for any perceived shade differences.



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 Limited
- Emergency decorating or urgent callouts (see GEODEC Express for fast-turnaround services)
- Works in structurally compromised or hazardous environments

Any works not expressly listed under 'What's Included' are deemed outside the scope of GEODEC Guard and will be quoted separately.

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 Limited is not responsible for delays caused by lack of access.

Clients must ensure working areas are cleared of furniture, fixtures, and belongings prior to scheduled visits, unless otherwise agreed. Additional time required for clearing or protecting spaces will be chargeable at GEODEC's Limited prevailing rates. GEODEC Limited offers a furniture removal service if required, which will be quoted separately and charged in addition to subscription fees.

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 + VAT 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.

All cancellation or missed appointment fees must be settled within 7 days of invoice. Failure to pay may result in suspension of service until cleared.

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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.

Unsafe Working Conditions: Appointments may be refused or postponed if our team encounters unsafe areas, hazardous materials, or environments not meeting UK health & safety standards. If unsafe conditions require additional visits, travel or time on site, these will be chargeable at GEODEC's Limited prevailing daily or hourly rate.

Force Majeure: GEODEC Limited shall not be held liable for missed or delayed visits due to events beyond our control, including natural disasters, pandemics, strikes, transport disruption, illness, or government-imposed restrictions. Force majeure includes any events beyond GEODEC's Limited reasonable control, whether foreseen or unforeseen, that prevent or delay performance.

9. Payments & Fees

All fees are quoted including 20% VAT.

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 GEODEC's Limited service area and terms.

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.

All add-on services and surcharges (including travel, cancellations, unsafe condition re-visits) are payable separately from subscription fees and subject to GEODEC's Limited prevailing rates.

The prevailing day rate is a minimum of £350 + VAT per day per worker on site. Prevailing rates are subject to annual review and may be updated with at least 14 days' notice.

All materials, specialist finishes, and consumables (including paint, filler, primer, caulk, or similar items) required for additional works will be charged separately from labour, unless expressly included in a written quotation.

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Parking costs, congestion charges, and tolls reasonably incurred in connection with the service may be recharged to the client.

All deposits, cancellation fees, missed appointment fees, and charges for additional works are non-refundable once invoiced.

10. Add-On Services

Additional Charges: Please note that any works outside the scope of the standard GEODEC Guard maintenance service will incur additional charges, which will be quoted separately in writing before commencement. These additional charges are not included in the subscription fee and are payable in accordance with GEODEC's Limited standard payment terms.

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 Limited 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, report issues promptly, and remove valuable or fragile items before appointments. GEODEC Limited is not responsible for damage to personal belongings left in the workspace.

Clients must notify GEODEC Limited of any known hazards within the property. Where works cannot proceed due to unsafe conditions not previously disclosed, additional charges may apply.

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 Limited reserves the right to update plan pricing at renewal, with at least 14 days' notice.

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13. Right to Refuse Service

GEODEC Limited reserves the right to decline renewal or refuse ongoing service if there is a record of late payments, abuse, or unreasonable demands. The property may be deemed unworkable, or client conduct compromises staff welfare or service standards.

Client Default: If the client breaches these terms (including non-payment, repeated cancellations, or unsafe conditions), GEODEC Limited reserves the right to suspend or terminate the subscription with immediate effect. All fees due up to the date of termination shall remain payable.

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14. Photography & Quality Records

With your consent, GEODEC Limited 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.

Subcontracting & Personnel: GEODEC Limited reserves the right to assign or subcontract works to suitably qualified and insured personnel. This shall not relieve GEODEC Limited of its contractual obligations to the client.

Data Protection: Any personal data collected will be handled in accordance with GEODEC's Limited Privacy Policy and UK GDPR.

All photographs, marketing material, and branded documents remain the intellectual property of GEODEC Limited and may not be reproduced, distributed, or altered without written permission.

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 no concerns are raised within 5 working days of a visit, the works will be deemed accepted as satisfactory.

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.

Service Standards Promise: GEODEC Limited will use reasonable skill, care, and diligence in providing the services. All works will be carried out by trained professionals in accordance with industry best practices.

Limitation of Liability: GEODEC Limited total liability under this agreement shall not exceed the total subscription fees paid by the client in the 12 months preceding the claim.

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. Paused months do not count toward your minimum 3-month term and will resume automatically unless cancelled with notice.

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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.

Continued use of GEODEC Guard following notice of updated terms will be deemed acceptance of those terms.

Entire Agreement: These Terms & Conditions constitute the entire agreement between GEODEC Limited and the client in respect of GEODEC Guard and supersede all prior discussions, correspondence, or representations.

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
17th November 2025
office@geodec.co.uk

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