



GEODEC Warranty Policy

At GEODEC, we take pride in delivering high-quality painting, decorating, and interior design services. To ensure customer satisfaction, we offer a comprehensive workmanship warranty to cover defects arising from our services.

1. Warranty Coverage

GEODEC provides a 12-month workmanship warranty from the completion date of the project, covering:

Painting & Decorating

- Protection against peeling, blistering, or chipping due to improper paint application.
- Coverage for issues related to incorrect surface preparation or coating application.

Wallpaper Installation

- Protection against peeling or lifting due to improper application.

Interior Design Installations

- Assurance that fixtures, fittings, and decorative elements installed by GEODEC remain secure and properly affixed.

2. Criteria

For this warranty to apply the following criteria must be met.

- Contracts must be signed prior to commencement of works. Unsigned contracts are not eligible for warranty coverage.
- Payment must be made on time and in full – as per the invoice details.
- A 5-star review or 10/10 rating is required within 3 days of job completion and/or invoice date.
- If a covered defect occurs within the warranty period, GEODEC will assess and repair the affected area at no additional cost*



3. Warranty Exclusions

This warranty does not cover:

- Pre-existing Conditions – Any defects caused by the condition of existing surfaces (e.g., moisture damage, unstable walls).
- Natural Wear & Tear – Fading, discoloration, or minor marks due to normal use.
- Structural Movements – Cracks or imperfections resulting from building movement or settling. (e.g., new plaster or aged wooden windows)
- Water Damage & Mold – Damage due to leaks, excessive humidity, or Mold growth.
- Customer-Supplied Materials – Issues with paint, wallpaper, or materials not provided by GEODEC.
- Accidental or Intentional Damage – Scratches, neglect, stains, or damage from pets, furniture, or improper cleaning.
- Unauthorised Repairs or Alterations – Work performed by third parties after our service completion.
- External factors are excluded – Any factors that will damage the surface are not covered (e.g., High humidity, Lack of ventilation, difficult surfaces, customer opting not to use the advice GEODEC provides)

4. Warranty Claim Process

To make a warranty claim:

1. Report the Issue: Contact GEODEC within the warranty period, providing details and photos of the defect.
2. Inspection: Our team will assess whether the issue is covered.
3. Resolution: If approved, we will schedule necessary touch-ups or repairs.

Repairs are limited to the affected area and may not result in an exact colour match due to natural aging of materials.



5. Optional Extended Warranty

Customers who wish to purchase an extended 6-month warranty can do so at a fee. This fee will be dependent on the work completed and size of the project. If you wish to purchase an extended warranty, please contact GEODEC. The extended warranty only covers minor touch-ups – exclusions still apply.

6. Terms & Conditions

- This warranty is non-transferable and applies only to the original client and property.
- Warranty repairs do not extend or reset the original warranty period.
- Repairs will be carried out during standard business hours.
- GEODEC reserves the right to deny claims if exclusions apply or criteria not met.
- *Warranty covers labour costs, the customer will need to pay for any materials required (e.g., Paint). Paint used will be left for the client to store.
- This Warranty does not cover those who have paid in cash.

For warranty requests, please contact us at office@geodec.co.uk quoting your invoice number.

Signed By:

George Ryan Matthews
21st August 2025
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