



## 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 keep the schedule fair and efficient for all clients:

- Cancellations made with **less than 24 hours' notice** will incur a **£45 fee**
- Missed visits due to no access or client unavailability will also be charged **£45**
- These fees cover travel time, lost appointment slots, and rescheduling admin
- Our team will wait for a maximum of 10 minutes from the scheduled visit time.



## **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  
16<sup>th</sup> February 2025  
[office@geodec.co.uk](mailto:office@geodec.co.uk)