



Terms of Business & Terms of Payment

Welcome

Thank you for choosing Cappa Property Maintenance Ltd. We are committed to delivering a professional, reliable and high-quality service. Acceptance of any quotation confirms acceptance of these Terms of Business and Terms of Payment.

Quotations & Estimates

Quotations are valid for 30 days and are based on a visual inspection at the time of pricing. Hidden defects or additional works discovered once work has commenced will be discussed with the Client before proceeding. Any additional works outside the agreed scope will be quoted and agreed before completion.

Deposits & Payments

A deposit is required at least 7 days before the agreed start date. The deposit normally consists of materials together with one week's labour or 40% of the quotation value. No works will commence until cleared funds are received. Final payment is due on completion with a 48-hour grace period.

Stage Payments

Projects exceeding one week may require agreed stage payments. Failure to make stage payments may result in works being suspended.

Working Hours

Our normal site hours are Monday-Friday 7:30am-3:00pm. Saturday working, where required, is 8:00am-2:30pm. We do not normally work Sundays. Bank Holiday working will only take place by prior agreement. Hours may vary due to workload, drying times, weather or project requirements.

Site Access

The Client must provide safe access, electricity, water and suitable working space. Delays caused by restricted access may result in additional costs or revised completion dates.

Parking

Where parking permits, Pay & Display charges, congestion charges or similar costs are required to undertake the works, these costs will be recharged to the Client unless otherwise stated within the quotation.

Health & Safety



We work in accordance with current Health & Safety legislation and reserve the right to stop work where conditions are unsafe. Clients must advise us of asbestos or other known hazards before works commence.

Materials

Materials remain the property of Cappa Property Maintenance Ltd until paid for in full. Bespoke or special-order materials are non-refundable once ordered. Client-supplied materials remain the Client's responsibility.

Respect for Your Home

We take every reasonable precaution to protect flooring, furniture and fixtures using appropriate coverings and protection. Whilst every effort is made to prevent accidental damage, refurbishment works can occasionally involve unforeseen incidents. Where we are responsible, we will rectify the issue within reason. We are fully insured with appropriate Public Liability Insurance.

Photography

Photographs may be taken before, during and after works for project records, quality control and marketing. No personal information will be published. Clients may opt out of marketing use by notifying us before works commence.

Guarantee

Our workmanship is guaranteed for 12 months, subject to fair wear and tear, manufacturer warranties and no third-party alterations.

Contact

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