

DIMENSIONS CARPENTRY & CONSTRUCTION LTD

STANDARD TERMS AND CONDITIONS OF SERVICE (DOMESTIC CLIENTS)

1. Definitions

Client – the individual commissioning the Works as specified in the Quotation.

Contractor – Dimensions Carpentry & Construction Ltd.

Contract – the agreement comprising the Quotation and these Terms.

Contract Price – total amount payable by the Client.

Quotation – written proposal accepted by the Client.

Works – services described in the Quotation.

Completion Date – date Works are completed.

2. Formation of Contract

The Contract is formed when the Client accepts the Quotation in writing or by conduct.

3. Contractor Obligations

Works will be carried out with reasonable skill and care in accordance with the Consumer Rights Act 2015 and all applicable law.

4. Client Obligations

The Client shall provide reasonable access to the property and disclose known site issues prior to commencement of the Works.

5. Variations, Changes and Extras

All variations, changes, alterations or additional works (“Extras”) must be agreed in writing before the work is carried out.

The Contractor will provide pricing and any time implications before proceeding.

The Contractor shall not be obliged to carry out changes or additional work unless confirmed in writing by both parties.

Verbal instructions or informal requests will not be binding unless confirmed in writing.

6. Payment Terms

A deposit of 50% is payable upon booking unless otherwise stated.

Invoices are payable within five (5) working days.

Interest may be charged on overdue sums at 4% above the Bank of England base rate.

Any retention shall not exceed 5% of the Contract Price.

7. Programme and Defects

Dates are estimates unless expressly guaranteed.

Defects caused by lack of reasonable skill and care reported within six months will be remedied at no cost.

Nothing in this Contract affects the Client’s statutory rights under the Consumer Rights Act 2015.

8. Insurance and Liability

The Contractor maintains Public Liability Insurance.
Liability for death or personal injury caused by negligence is not limited.
Otherwise liability is limited to the Contract Price.

9. Termination

Either party may terminate for material breach or insolvency.
Termination does not affect accrued rights.

10. Client Materials

Client supplied materials remain the property of the Client and must be insured by the Client.

11. Intellectual Property

All drawings and designs remain the intellectual property of the Contractor unless agreed otherwise.

12. Environmental

Waste will be disposed of in accordance with environmental regulations. Skip hire charges may be agreed separately.

13. Disputes

Parties will attempt informal resolution before mediation or court proceedings in England and Wales.

14. Right to Cancel

Where the Contract is agreed off-premises or at distance, the Client may cancel within fourteen (14) days.

If Works begin during this period, payment is due for work completed up to cancellation.
Cancellation rights are lost once Works are fully completed with the Client's consent.

15. Access and Client Delays

The Client must provide reasonable and safe access to the property.
If access is delayed or prevented by the Client or their representatives, the Contractor may be entitled to additional time and reasonable additional costs.
Repeated delays may result in rescheduling of the Works.

16. Materials and Supply Issues

The Contractor is not responsible for delays caused by material shortages, supplier delays or circumstances beyond reasonable control.
If material costs increase significantly after acceptance of the Quotation, the Contractor may reasonably adjust the Contract Price with prior written notice.

17. Parking and Site Facilities

Where applicable, the Client shall provide reasonable parking and access for tools, equipment and materials close to the property.
Where parking restrictions or permits apply, the Client is responsible for arranging them unless otherwise agreed.

18. Existing Property Conditions

The Contractor shall not be responsible for pre-existing defects, hidden pipes, wiring, structural issues or other concealed conditions that could not reasonably be identified before work commenced.

Where such conditions are discovered, additional work may be required and will be treated as a variation.

19. Photographic Records

The Contractor may take photographs of the Works before, during and after the project for the purposes of documentation, quality control and dispute resolution.

Photographs will not include personal identifying details of the Client unless consent is given.

20. General

Notices may be served by hand, post, or email.

These Terms form the entire agreement.

Amendments must be in writing.

English law governs this Contract.

21. Snagging and Final Completion

Upon substantial completion the Contractor will notify the Client that the Works are ready for inspection.

The Client shall inspect the Works within seven (7) days and provide a written snagging list of minor defects.

Snagging items must be minor finishing issues and not specification changes or aesthetic preferences outside the agreed design.

The Contractor will rectify agreed snagging items within a reasonable timeframe.

Minor snagging items do not justify withholding full payment other than any agreed retention.

If no snagging list is provided within the inspection period the Works shall be deemed accepted.

SNAGGING LIST

Item No.	Description of Issue	Location	Date Reported
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			