



uPVC / Garage Respray Terms & Conditions.

1. Acceptance of terms:

By engaging our services for respray, you agree to be bound by these terms and conditions.

Please read them carefully before proceeding

2. Quotation, E-Signature and Deposit:

- a) To secure your slot for the respray project, you must:
Electronically sign the provided quotation, confirming your acceptance of the terms and conditions.
- b) Pay the deposit amount specified in the quotation.

3. Cooling off period:

- a) You have a 14 day cooling off period, starting from the date of accepting the quote, during which you can cancel the contract without penalty.
- b) If you choose to cancel within this period, any deposit paid will be fully refunded.
- c) Should the deposit be made less than 28 days prior to appointment, the cooling off period is not applicable and so, any deposit refund is wholly discretionary.
- d) After the 14 day cooling off period, the deposit becomes non-refundable.

4. Services offered:

- a) We provide respray services, including the refinishing of uPVC doors and windows, cladding, guttering, soffit and fascia, garage doors and other surfaces.
- b) Any additional services or changes to the scope of work must be agreed upon in writing and may incur extra charges.
- c) Only the work specified in the quote is included at the quoted price.

5. Project Duration:

- a) We will provide an estimated project duration, but this may be subject to change due to unforeseen circumstances.
- b) We will make reasonable efforts to complete the project within the agreed upon time frame.

6) Client Responsibilities:

- a) Ensure the area whereby we would need access to spray is clear. Example:- if spraying windows we may need to erect a tower scaffold and so garden ornaments/plant pots would need to be moved clear of the property. ***Dog faeces would also be required to be removed prior to commencing work.
- b) Any excessive dirt or grime may result in additional cleaning charges or delays in the projects commencement and completion.
- c) Failure to provide a reasonably clean workspace may impact the quality and efficiency of the respray process and thus, incur additional charges.
- d) Although we will always do our best so as to not damage any plant life surrounding the property, bushes and plants in the way of windows etc could incur damage as we access the area to be sprayed. All plant life in the direct way of windows etc must be trimmed back to allow suitable access to the spraying area.
- e) We would need internal access to every room where a window or door is to be sprayed. This is so that we can completely mask the opening from the inside to ensure no overspray enters the property. Again, access to these areas should be cleared as best as possible.
- f) Any vehicles should be moved away from the property whilst the spraying is undertaken.
- g) We would need access to 240v power whether an outdoor socket or internal power supply to commence with the spraying. (All our machines/equipment have RCD circuit breakers, fuses and/or have thermal cut outs.)

7. Warranty:

- a) We offer a 12 month warranty period on our respray work, covering defects in materials or workmanship.
- b) Any damage or issues arising from misuse, accidents or improper maintenance are not covered by the warranty. This includes but is not limited to; chips, scratches, burns, water damage, chemical damage or discoloration as a result of any of the aforementioned.
- c) Any damage to surfaces such as scratches etc will be photographed for our records prior to spraying and we may highlight directly to the client if the damage is noticeable. Should this damage be visible even at the industry standard after spraying, this is NOT covered under any warranty.
- d) In the unlikely event of a failure due to product or workmanship, please contact us with the issue and we will respond asap. You may be required to share images of the issue and/or allow us to personally inspect the problem at the premises.
- e) Upon a warranty claim being agreed, we would come and rectify the issue as soon as possible at no charge to the client. All the above terms and conditions apply to any warranty claim.
- f) No refund or partial refund will be issued.
- g) Section 11.(d) below, refers to client satisfaction and inspection of sprayed surfaces. We use the industry standard of inspection of 1 Meter from sprayed surface viewed under natural light.

- h) **DARK COLOURS:** Dark colours will attract heat and therefore can cause the doors/windows to expand and cause sticking of the units. In extreme cases, cracks in the substrate or warps to the frames are a possibility. Please bear this in mind when selecting your colours. Any of the above occurrences or that of heat or solar heat are NOT subject to a warranty claim.
- i) **FOILED WINDOWS:** Foiled window frames/doors have the potential for the wrap to lift away from the frame. This is not due to the spray coating applied and so is NOT covered under our warranty. If you are unsure if your windows are foiled, our team can advise.
- j) **UNAVOIDABLE ENVIRONMENTAL FACTORS:** Every effort is made to ensure that the windows are spotlessly clean and dust free prior and during the spraying process. However, environmental debris including but not limited to; leaves, air borne dust and insects can land on the surface during and after the spraying process. These factors are out of our control and due to the nature of spraying paint outdoors, are not covered under the warranty.

8. Aftercare: *PLEASE SEE SEPARATE DOCUMENT WITH AFTERCARE GUIDELINES*

- a) It is the clients responsibility to look after the sprayed surfaces once the spraying process has been completed. The product should not be touched or cleaned directly after spraying.
- b) Our products can take up to 30 days to cure fully and should not be cleaned etc during this period. Our technicians will advise if needed.
- c) Should you need to clean any sprayed surfaces, DO NOT use any uPVC cleaners, solvents or chemicals. Warm, mild soapy water is recommended. DO NOT use any abrasive products such as wire wool, abrasive sponges, sandpaper or scrapers. This could damage the paint.

9. Liability:

- a) Spray Tech North West Ltd nor its employees shall not be liable for any damages to the clients property, personal belongings, or any third party property, unless such damages are caused by the company's negligence or intentional misconduct.
- b) The customer acknowledges that the spraying process may involve certain risks and agrees to hold the company harmless from claims, liabilities or damages arising from the services provided except in cases of the company's negligence or intentional misconduct.

10. Insurance:

- a) The company (Spray Tech North West Ltd) maintains valid and adequate general liability insurance coverage. However, it is the clients responsibility to maintain appropriate insurance coverage for their personal property and belongings.

11. Settlement and Client Satisfaction:

- a) We would require the outstanding balance, minus the deposit to be settled within 24 hours after the completion date.

- b) Failure to settle in the specified may incur additional administration fees.
- c) Upon settlement, the client agrees the work carried out is of a satisfactory standard.
- d) Client inspection of the work should be of and adhering to the industry standard of 1 Meter from surface viewed under natural light.

12. Agreement:

- a) By electronically 'signing' this document below and returning to info@spraytechnorthwestltd.co.uk you AGREE to the above Terms and Conditions, quote and payment terms.
- b) Please fill out all areas marked with a **X** below as confirmation of E-Signature and agreement of the terms and conditions.

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- Date: _____ **X**
 - Client Name: _____ **X**
 - Client Address: _____ **X**
 - E-Signature (Type Full Name or Sign if possible): _____ **X**

Many thanks,
Spray Tech North West Ltd.