



WALL 2 WALL BUILDERS

TERMS OF BUSINESS





WELCOME

Firstly, thank you for choosing **Wall 2 Wall Builders**.

We understand that inviting a builders into your home or business is a big decision. Whether we're transforming a single room, extending your property or managing a full renovation, our goal is to make the entire journey as straightforward, and stress-free as possible.

For over 20 years, we've built our reputation on high-quality workmanship, reliability, honest communication and treating every project as if it were our own.

We believe great results come from great relationships, which is why we take the time to understand your vision, keep you informed throughout every step of the project and deliver work we're proud to put our name to.

This document outlines the terms and conditions of working with **Wall 2 Wall Builders**. It has been designed to provide clarity for both you and our team, setting out our mutual responsibilities, payment terms, project procedures and the standards you can expect from us.

While we hope you'll never need to refer to every section, having everything clearly documented helps ensure your project runs as smoothly as possible from start to finish.

Should you have any questions before, during or after your project, our team is always here and happy to help.

Thank you once again for placing your trust in Wall 2 Wall Builders. We look forward to bringing your vision to life and creating a space you'll enjoy for years to come.

Mike Wall – Founder of Wall 2 Wall Builders





QUOTATIONS

1.1 All quotations are valid for 30 days from the date issued unless otherwise stated.

1.2 A quotation is based upon the information available at the time and may be subject to change should unforeseen circumstances arise once work commences.

1.3 Acceptance of a quotation confirms the Client agrees to these Terms & Conditions.

SCOPE OF WORKS

2.1 Wall 2 Wall will carry out only the work detailed within the accepted quotation.

2.2 Any additional work requested by the Client after acceptance shall be treated as a variation and may incur additional charges.

2.3 Variations must be agreed by both parties before the additional work is undertaken.



PAYMENTS

Deposits & Payments

3.1 A deposit will be required before work commences.

3.2 Deposit amounts will be clearly stated within the quotation and usually start at 30%

3.3 Progress payments may be required throughout larger projects.

3.4 Final payment becomes due immediately upon completion of the agreed works unless otherwise stated in writing.

3.5 Wall 2 Wall reserves the right to suspend work if scheduled payments are not received by the agreed due date.

3.6 All invoices must be paid within 7 days unless alternative payment terms have been agreed in writing.

3.7 Late payments may incur interest at the statutory rate permitted under the Late Payment of Commercial Debts (Interest) Act where applicable.

3.8 Any legal or debt recovery costs incurred in recovering overdue payments will be added to the outstanding balance.



MATERIALS

5.1 Materials remain the property of Wall 2 Wall Builders UK Ltd until paid for in full.

5.2 Due to supplier availability, equivalent products may occasionally be substituted where necessary without compromising quality.

5.3 Prices may be adjusted where significant increases in material costs occur after acceptance of the quotation but before procurement. Any such changes will be discussed with the Client before orders are placed.

CLIENT RESPONSIBILITIES

The Client agrees to:

- Provide reasonable access to the property during working hours.
- Ensure utilities including electricity and water are available where required.
- Remove personal belongings where necessary before work begins.
- Obtain permissions where they are the homeowner's responsibility unless otherwise agreed.



DELAYS

Whilst every effort is made to complete projects within estimated timescales, Wall 2 Wall cannot be held responsible for delays caused by circumstances beyond our reasonable control including:

- Severe weather
- Supplier shortages
- Utility company delays
- Planning or Building Control delays
- Structural issues discovered during works
- Client requested changes
- Illness or events outside the Company's control

Any revised completion dates will be communicated as soon as reasonably possible.

PLANNING PERMISSION

Planning Permission & Building Regulations

Where planning permission or Building Regulations approval is required, responsibility will be agreed within the quotation.

Unless specifically included, obtaining permissions remains the responsibility of the Client.



UNFORESEEN WORKS

Building and renovation projects can uncover hidden defects that are impossible to identify before work commences.

Examples include:

- Structural defects
- Damp
- Rotten timber
- Unsafe electrics
- Damaged pipework
- Foundation issues
- Asbestos (where applicable)

Any additional work required will be discussed with the Client before proceeding wherever reasonably practicable.

SNAGGING

Minor snagging items are normal on construction projects.

The Client agrees to provide a written snagging list within 14 days of practical completion.

Wall 2 Wall will return within a reasonable period to rectify genuine snagging items.



GUARANTEES

Manufacturer warranties remain subject to each manufacturer's individual terms.

This guarantee does not cover:

- Fair wear and tear
- Movement or settlement of buildings
- Damage caused by misuse
- Damage caused by third parties
- Natural weathering

HEALTH & SAFETY

Clients must ensure children and pets remain away from working areas at all times.

The Company accepts no responsibility for accidents caused by unauthorised access to active work areas.



WASTE REMOVAL

Unless otherwise agreed, waste generated by Wall 2 Wall will be removed from site.

Hazardous materials, including asbestos, are excluded unless specifically quoted.

CANCELLATION

If the Client cancels after accepting the quotation, the Wall 2 Wall reserves the right to charge for:

- Materials already ordered
- Labour already completed
- Non-refundable supplier costs
- Administrative costs reasonably incurred

PHOTOGRAPHY

Wall 2 Wall may photograph completed work for its portfolio, website and marketing purposes.

No personal information or identifying details of the client will be disclosed without permission.

Clients who do not wish their project to be photographed should notify Wall 2 Wall before work commences.



LIMITATION OF LIABILITY

Wall 2 Wall liability shall not exceed the total value of the contract except where liability cannot legally be excluded.

Wall 2 Wall shall not be liable for indirect or consequential losses including loss of earnings, business interruption or inconvenience.

DATA PROTECTION

Client information is stored securely and used solely for the purposes of providing quotations, completing projects and complying with legal obligations.

Personal information will never be sold or shared with third parties except where required to fulfil the contract or comply with the law.

COMPLAINTS

In the unlikely event the client has any concerns regarding the work carried out, they agree to notify Wall 2 Wall in writing and allow a reasonable opportunity for inspection and rectification before appointing any third party or leaving negative reviews.



GOVERNING LAW

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

ACCEPTANCE

By accepting a quotation, paying a deposit or instructing Wall 2 Wall Builders Ltd to commence work, the Client confirms that they have read, understood and agree to these Terms & Conditions.