



Address

103 Crews Hole Road
St George
Bristol
BS5 8AY

Introduction

At Chameleon Spray, we take great pride in delivering high-quality finishes, friendly service, and clear communication throughout your project.

These terms are here to protect you (the client) and us (the service provider) — to set expectations clearly and ensure a smooth experience from start to finish. If anything is unclear, just ask.

1. Scope of Work

- 1.1 A full breakdown of the agreed works will be provided in your estimate or booking confirmation.
- 1.2 Any changes or additions must be agreed in writing and may incur additional charges.
- 1.3 If you're unsure about anything quoted, please contact us before the scheduled start date.

2. Work Preparation & Application

- 2.1 We take great care when prepping and spraying surfaces. However, we strongly advise that areas surrounding the job (especially newly decorated or delicate ones) are cleared or protected where possible.
- 2.2 We use appropriate masking products for each job — low-tack tape for interiors and rough-surface tape for masonry or render. Even with care, some surfaces (e.g. newly painted walls) may experience minor damage during tape removal.
- 2.3 Spray application creates airborne particles. These can settle on unprotected items such as cars, windowsills, or garden furniture. Clients are advised to remove or cover personal belongings in or around the work area.
- 2.4 We are not liable for overspray or dust on surfaces or items that were not protected, masked, or removed prior to work starting.
- 2.5 If previously coated, sprayed, or treated, surfaces may contain unknown products that affect adhesion. We will do our best to neutralise these, but cannot guarantee long-term compatibility.

3. Colour, Finish & Materials

- 3.1 Please check all colour codes and finishes before we begin. Once a job is completed, changes cannot be made without cost.
- 3.2 Most clients choose Satin or Matt for a modern, durable result. Gloss is available but not typically recommended.
- 3.3 Colour matches (e.g. RAL, Farrow & Ball, Little Greene) are made carefully, but sheen level, surface texture, and lighting can impact the final appearance.
- 3.4 If you are supplying paint or products, we accept no liability for finish quality, compatibility, or durability.

4. Access & Client Responsibilities

- 4.1 Clients are responsible for:
 - Providing safe and clear access to the work area
 - Highlighting sensitive, freshly painted, or fragile surfaces
 - Removing or protecting soft furnishings, valuables, or cars
 - Supplying power and ventilation where needed
- 4.2 We reserve the right to postpone or charge a call-out fee if access is blocked, unsafe, or otherwise prevents work from beginning.
- 4.3 If bad weather may impact the job (especially external work), we may reschedule to avoid paint failures.

5. Silicone Sealant & Colour Matching

- 5.1 We always remove and replace existing silicone with a fresh RAL-colour sealant where needed.
- 5.2 RAL colours can usually be matched exactly. However, for designer paint colours (e.g. Farrow & Ball, Little Greene), an exact sealant match may not be possible.
- 5.3 In these cases, we will use the closest available match or suggest a neutral alternative (e.g. white, black, or clear) depending on the location and overall finish.
- 5.4 If precise colour matching is essential for your project, please let us know at the time of booking.
- 5.5 We never paint over silicone, as no paint adheres properly long-term — painting over existing sealant often results in early failure.
- 5.6 Silicone contamination is also a known issue — especially from manufacturing sprays used on new UPVC frames (e.g. to insert seals or gaskets). These invisible residues can affect adhesion.
- 5.7 We use specialist degreasers and primers to reduce this risk, but cannot guarantee perfect adhesion in areas with unknown silicone residue.

6. Sealant Colour Matching

- 6.1 RAL colours can usually be matched exactly in sealant form.
- 6.2 Designer paint colours may not have an equivalent sealant available.
- 6.3 In these cases, we'll match as closely as possible, or suggest a suitable neutral (white, black, or clear) depending on the location and look.
- 6.4 Please let us know in advance if exact colour matching is essential.

7. Paint Curing & Aftercare

- 7.1 Paint will be touch-dry within a few hours, but full chemical curing takes up to 28 days.
- 7.2 During this period:
 - Do not use chemical cleaners, steam mops, or abrasives
 - Avoid leaning anything on sprayed surfaces
 - Do not apply tape or covers
 - Keep surfaces clean and gently handled
- 7.3 External areas should be gently hosed down before cleaning and wiped only with a soft cloth and mild soapy water.
- 7.4 Do not use pressure washers, scouring pads, or strong chemicals.
- 7.5 Damage caused during the curing period is not covered under our guarantee.
- 7.6 Failure to follow the above aftercare guidance will void any guarantee.



Phone

01179 554004



Email

enquiries@chameleonspray.co.uk



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8. Payment Terms

8.1 A 10% deposit is required at the time of booking to secure your slot.

8.2 The remaining balance is due within 48 hours of job completion, unless otherwise agreed in writing.

8.3 All materials are colour-mixed and prepared specifically for your project and may be chargeable if the job is cancelled after booking.

Domestic Clients

8.4 If payment is not received within 48 hours, we reserve the right to charge a £25 admin fee and interest at 2% per month, backdated to the due date.

8.5 Continued non-payment may result in recovery action, including referral to a third-party collection agency.

Commercial Clients

8.6 We reserve the right to apply statutory late payment interest at 8% above the Bank of England base rate, plus a fixed recovery fee in line with the Late Payment of Commercial Debts (Interest) Act 1998:

- £40 for debts under £1,000
- £70 for debts between £1,000 and £10,000
- £100 for debts over £10,000

8.7 Additional reasonable costs may also be applied if debt recovery costs exceed the fixed amounts.

Accepted Payment Methods

8.8 We accept payment by bank transfer (preferred), credit/debit card, or cash by prior agreement.

8.9 Full payment details are provided on your invoice or booking confirmation.

9. Guarantees

9.1 We offer a 10-year guarantee against flaking, peeling, and discolouration on all externally sprayed surfaces, provided:

- The surface was correctly prepared by us
- Our recommended aftercare has been followed
- The surface is subject to normal use and weathering

9.2 Internally sprayed surfaces (e.g. kitchens, furniture, wardrobes) are guaranteed for 5 years, under the same conditions above.

9.3 The guarantee does not cover:

- Physical damage (e.g. scratches, knocks, dents)
- Excessive moisture, steam, heat exposure, or poor ventilation
- Paint failure due to silicone contamination from existing surfaces
- Third-party works or cleaning products used after our application
- Failure to follow aftercare instructions, including premature cleaning or abrasive products

9.4 Any issues arising during the guarantee period must be reported with photos, and we will inspect and rectify where appropriate.

9.5 Our liability is limited to re-spraying the affected area. We do not offer refunds or compensation for incidental damages or access costs.

10. Cancellations & Rescheduling

10.1 A minimum of 7 days' notice is required to cancel or reschedule your booking.

10.2 Cancellations made with less than 7 days' notice may result in the forfeiture of your deposit.

10.3 A call-out fee may apply if we arrive on site and are unable to carry out the work due to access issues, safety concerns, or last-minute cancellations.

11. Complaints Procedure

11.1 We aim for 100% satisfaction and take any concerns seriously. If you are unhappy with any part of our service or finish, please contact us as soon as possible.

11.2 All complaints must be submitted in writing (via email to: enquiries@chameleonspray.co.uk), ideally with photos and a clear description of the issue.

11.3 We will acknowledge your complaint within 2 working days and aim to provide a full response within 7 working days.

11.4 If a site visit is required, we will arrange a convenient time to inspect the work.

11.5 If a fault is found to be within our control and covered under guarantee, we will arrange rectification work as soon as possible.

11.6 Complaints relating to damage or dissatisfaction must be raised within 14 days of job completion. After this time, work will be deemed accepted unless part of an active guarantee claim.

12. Need Help?

12.1 The text above is not intentionally small or hidden — just limited by form design.

12.2 If you would like a larger-font or printable version of these terms, please email us at:

enquiries@chameleonspray.co.uk.



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