

Chameleon Spray

We take pride in delivering high-quality finishes, friendly service and clear communication. These terms explain what you can expect from us and what we need from you. Please read them with your quotation and booking confirmation, and contact us if anything is unclear.

Effective date: 3 August 2026 | Version: CS-TC-0826
Applies to contracts entered into on or after the effective date.

1. About these terms and your contract

1.1 In these terms, we, us and our mean Chameleon Spray, 103 Crews Hole Road, St George, Bristol BS5 8AY. You and your mean the person or organisation named in the quotation or booking confirmation.

1.2 Your contract consists of the accepted quotation, booking confirmation, these terms and any written variation agreed by both parties. A project-specific term in your quotation takes priority over these general terms where the two are inconsistent, provided it is lawful.

1.3 The contract is formed when you accept the quotation online or in writing and we confirm the booking. Payment of the booking deposit also confirms acceptance of the contract and these terms where they were supplied to you before payment.

1.4 If you are a domestic customer, nothing in these terms affects your statutory rights, including the requirement that services are performed with reasonable care and skill.

2. Quotation, scope and changes

2.1 The agreed work, surfaces, colour, finish, price and any project-specific exclusions will be stated in your quotation or booking confirmation. Please tell us before booking if anything is unclear or incorrect.

2.2 Quotations prepared from photographs, measurements or customer information assume that the surfaces and site conditions are as shown and described. Hidden defects, failed previous coatings, rot, corrosion, contamination, water ingress, movement or inaccessible areas may not become apparent until preparation begins.

2.3 If unforeseen conditions affect the work, we will explain the issue and any options. We will not carry out chargeable additional work without your written agreement. If it is not reasonable or safe to continue, either party may end the affected part of the work and you will pay only for work properly completed and non-returnable materials reasonably incurred.

2.4 Changes or additions requested after booking must be agreed in writing and may change the price, materials and completion date.

2.5 A quotation is valid until the expiry date shown on it. If no expiry date is shown, please ask us to confirm the price and availability before accepting an older quotation.

3. Preparation and spray application

3.1 We will prepare and apply coatings using methods and products we consider suitable for the agreed surface and specification, exercising reasonable care and skill.

3.2 Masking tape and protective materials must make contact with adjoining surfaces. Fresh, poorly bonded, delicate or previously damaged paint, render, wallpaper, plaster and sealant can lift even when suitable tape and reasonable care are used. You must identify these surfaces before work starts.

3.3 Spray application creates airborne particles. We will establish a reasonable working and masking area. You must move vehicles, furniture, ornaments, soft furnishings, valuables and other items when requested, and keep people and pets away from the working area.

3.4 We are not responsible for loss or damage caused by your failure to follow clear preparation or access instructions, except to the extent that it was caused by our negligence or breach of contract.

3.5 Previously coated, sprayed or treated surfaces may contain products or contamination that cannot reasonably be identified in advance. We will take reasonable preparatory steps. Any specific limitation to the finish or guarantee will be explained in the quotation or agreed with you before we continue.

4. Colour, sheen and materials

4.1 You are responsible for checking and approving the colour reference and sheen stated in the quotation or booking confirmation before materials are mixed or work begins. A later change of preference is chargeable.

4.2 RAL, BS, Farrow & Ball, Little Greene and other references are reproduced within normal industry tolerances. Lighting, surrounding colours, substrate texture, ageing and sheen can make the same colour appear different. A reference to a designer colour describes the colour match, not the use of that brand's paint, unless expressly stated.

4.3 Where an exact visual match is particularly important, you must request a sample before booking. Samples and completed work may vary slightly because of substrate, application method and production batch.

4.4 We may refuse to use customer-supplied products if we consider them unsuitable or unsafe. If we agree to use them, we remain responsible for our workmanship but are not responsible for defects caused by the product itself, incorrect information supplied with it or incompatibility that we warned you about.

Dark colours on plastic and composite substrates

4.5 Dark colours absorb more solar energy than light colours and can make uPVC, plastic and composite surfaces significantly hotter. The risk is greatest where there is prolonged direct sunlight, particularly on south-facing or west-facing elevations, sheltered or recessed areas, and large frames, doors or panels.

4.6 Higher temperatures can increase expansion and contraction and may contribute to movement, bowing, distortion or warping of the underlying substrate, together with related problems affecting seals, hardware, alignment or the coating. The level of risk depends on the original product, reinforcement, construction, installation, size, condition and exposure, which may not be known to us.

4.7 We may recommend a lighter colour, request written confirmation from the product manufacturer, impose a project-specific limitation or decline to apply a dark colour. If we agree to proceed after giving a written warning, the quotation or booking confirmation will record the risk. Our guarantee will not cover heat-related movement, distortion or failure of the underlying substrate, or coating damage directly caused by it. This does not exclude responsibility for our workmanship or affect your statutory rights.

Important: solar heat and dark colours

Please tell us if a plastic or composite surface receives strong direct sun. We may need to assess the aspect, existing colour, construction and chosen colour before confirming that the work is suitable.

5. Access, site conditions and weather

5.1 You must provide safe, clear and lawful access to the work area, disclose known hazards, identify fragile or newly decorated surfaces, and provide access to electricity, water, parking and reasonable ventilation where agreed as necessary.

5.2 You are responsible for obtaining any landlord, freeholder, planning or other permission needed for the work.

5.3 If access is blocked, the site is unsafe, services are unavailable or the area has not been prepared as instructed, we may pause or reschedule. We may charge reasonable costs directly caused by the issue, but will explain those costs and take reasonable steps to reduce them.

5.4 External spraying depends on suitable temperature, humidity, wind and rainfall. We may postpone or pause work where conditions risk the safety or quality of the finish. Weather-related postponement does not attract a cancellation charge and we will agree the next reasonably available date.

6. Silicone and other sealants

6.1 Where removal and replacement of silicone or another sealant is included in the agreed scope, we will replace it with the specified colour or the closest suitable colour reasonably available.

6.2 RAL sealants are available in many colours, but exact matches are not always available. Designer colours may require the closest available shade or a neutral such as clear, white, grey or black. Tell us before booking if sealant colour is critical.

6.3 We do not paint over silicone because coatings do not adhere reliably to it. Invisible silicone residues from manufacturing, cleaning products or previous works can affect adhesion. We use specialist preparation to reduce this risk, but contamination that could not reasonably be identified may require further work or a project-specific guarantee exclusion agreed with you.

6.4 Sealant is a flexible maintenance product. Normal movement, shrinkage, mould, staining or later replacement of sealant is not paint failure unless the quotation expressly states otherwise.

7. Curing and aftercare

7.1 The coating may be touch-dry within hours but can take up to 28 days to achieve full chemical cure. Conditions and products vary, so the project-specific aftercare instructions supplied by us must also be followed.

7.2 During the curing period you must handle surfaces gently and must not:

- use chemical cleaners, steam, solvents, abrasives or scouring products;
- apply adhesive tape, protective films or covers to the coating;
- lean or place items against the coated surface; or
- scrub, pressure-wash or otherwise subject the surface to avoidable wear.

7.3 After curing, clean with a soft cloth and mild soapy water. External surfaces should first be rinsed to remove grit. Do not use pressure washers, strong chemicals or abrasive pads.

7.4 Damage caused by misuse or failure to follow aftercare instructions is not covered by our voluntary guarantee, but this does not affect your statutory rights where the coating or service was defective.

8. Price and payment

8.1 The quotation states the total price payable. VAT will be shown separately if applicable.

8.2 Unless the quotation says otherwise, a 10% deposit is payable to secure the booking. The balance is due within 48 hours after completion and issue of our invoice.

8.3 Completion means that the agreed work has been substantially completed and you have been given a reasonable opportunity to inspect it. A minor item awaiting correction does not normally prevent completion. If you raise a genuine concern, the undisputed amount remains payable and only a reasonable amount relating to the disputed item may be withheld while it is investigated.

8.4 Payment may be made by bank transfer, debit or credit card, or cash by prior agreement. Payment details are shown on the invoice or booking confirmation.

Domestic customers

8.5 If a domestic invoice is overdue, we may issue reminders and recover reasonable costs or interest where legally entitled to do so. We will notify you in writing before applying any additional charge.

Commercial customers

8.6 For qualifying business-to-business debts, we reserve the right to claim statutory interest at 8% above the Bank of England base rate, calculated in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, together with the applicable fixed compensation:

- £40 for a debt up to £999.99;
- £70 for a debt from £1,000 to £9,999.99; or
- £100 for a debt of £10,000 or more.

8.7 Where permitted by the Act, we may also claim reasonable recovery costs exceeding the applicable fixed compensation.

9. Consumer cancellation rights

9.1 This section applies when you are a domestic customer and the contract was agreed at a distance, such as online, by telephone or by email, or away from our business premises.

9.2 You normally have 14 days to cancel without giving a reason. The cancellation period begins the day after the contract is made and ends 14 days later. You may cancel by sending any clear statement to the contact details in section 14 or by using the model form in Appendix B.

9.3 If you cancel within this period before work has started, we will refund payments received within 14 days of being told of your decision.

9.4 We will not begin the service during the cancellation period unless you expressly request this. If you make that request and then cancel after work has begun, you must pay a proportionate amount for the service properly provided up to cancellation. If the service is fully performed during the cancellation period, your right to cancel ends only if you expressly requested early performance and acknowledged that consequence.

9.5 These statutory rights take priority over the booking cancellation terms below.

Important

If your work is scheduled to start within 14 days of booking, we need your active early-start request. The wording to use is provided in Appendix A.

10. Cancellation and rescheduling after the statutory period

10.1 Please give at least seven calendar days' notice if you wish to cancel or move your booking.

10.2 If you cancel after the statutory cancellation period, we may retain or charge only the reasonable costs and losses directly caused by the cancellation. These may include non-returnable materials specifically prepared for your project and, for late cancellation, booking time that we could not reasonably refill. We will take reasonable steps to reduce our loss and provide a breakdown on request. Any unused balance of your deposit will be refunded.

10.3 If you ask to reschedule with less than seven days' notice, we may charge reasonable direct costs caused by the change. We will not charge merely because you requested a new date.

10.4 If we attend but cannot work because the site is inaccessible, unsafe or not prepared as clearly instructed, we may charge reasonable wasted travel and labour costs.

10.5 If we must cancel or postpone for weather, illness, safety, supply problems or another circumstance beyond our reasonable control, we will tell you promptly and offer a reasonable alternative date. If we cannot perform within a reasonable time, you may cancel the unperformed work and receive a refund for it.

11. Our voluntary guarantees

11.1 Qualifying externally sprayed projects may receive a guarantee of up to 10 years, and qualifying internally sprayed projects may receive a guarantee of up to 5 years. The exact period and surfaces covered will be stated in your quotation, booking confirmation or invoice. If no voluntary guarantee is stated, your statutory rights still apply.

11.2 The guarantee begins on the completion date and covers flaking, peeling or abnormal discolouration caused by failure of the coating system applied by us, subject to normal use, normal weathering and compliance with our aftercare guidance.

11.3 The guarantee does not cover failure or damage caused by:

- scratches, knocks, dents, impact, abrasion or misuse;
- substrate failure, corrosion, rot, water ingress, structural movement or defective previous work;

- heat-related expansion, bowing, distortion or warping of a plastic or composite substrate where the risk was explained before work;
- excessive heat, steam, moisture, chemicals, pressure washing or poor ventilation;
- silicone or other contamination that could not reasonably have been identified, where the limitation was disclosed for the project;
- alteration, repair, cleaning or other work by a third party;
- failure to follow the written curing and aftercare instructions; or
- ordinary maintenance of sealants, hardware, moving parts and the underlying surface.

11.4 Please report a possible guarantee issue promptly with a description and, where reasonably possible, photographs. We will arrange an inspection where needed. If the issue is covered, we will repair or recoat the affected area within a reasonable time.

11.5 The repair or recoating remedy in clause 11.4 describes our voluntary guarantee. It does not exclude any statutory right to repeat performance, a price reduction or compensation where the law provides one.

12. Responsibility for loss or damage

12.1 We are responsible for reasonably foreseeable loss or damage caused by our failure to perform the contract with reasonable care and skill or by our negligence.

12.2 We are not responsible for loss or damage caused by pre-existing defects, inaccurate information supplied by you, failure to follow our reasonable instructions, or events outside our reasonable control, except to the extent that we contributed to the loss.

12.3 Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory consumer rights.

12.4 If you are acting wholly or mainly for business purposes, we are not liable for indirect or consequential business loss, loss of profit, loss of revenue or loss of opportunity, except where the law does not allow that liability to be excluded.

13. Concerns and complaints

13.1 Please tell us as soon as reasonably possible if you have a concern so we have an opportunity to investigate and put matters right.

13.2 We ask that complaints are sent to enquiries@chameleonspray.co.uk with a clear description and, where possible, photographs. You may also contact us by post or telephone.

13.3 We will normally acknowledge a complaint within two working days and aim to provide a full response within seven working days. Where an inspection or technical advice is required, we will keep you informed if more time is needed.

13.4 Please report visible damage or dissatisfaction promptly, ideally within 14 days. This helps us investigate but is not a deadline that removes your statutory rights or any applicable guarantee.

14. General and contact information

14.1 If any provision of these terms is found to be unlawful or unenforceable, the remaining provisions continue to apply.

14.2 These terms are governed by the law of England and Wales. A domestic customer may bring proceedings in any court that has jurisdiction under consumer law.

14.3 Notices and cancellations may be sent to Chameleon Spray, 103 Crews Hole Road, St George, Bristol BS5 8AY, by email to enquiries@chameleonspray.co.uk, or by calling 0117 955 4004. We recommend keeping a copy of written communications.

14.4 An accessible or printable copy of these terms is available on request.

Appendix A - Early-start request

Use this only where the customer wants the service to begin before the 14-day statutory cancellation period has ended. For an online booking, this should be an unticked box that the customer actively selects.

Customer acknowledgement

[] I expressly request Chameleon Spray to begin providing the service before the end of my 14-day cancellation period. I understand that, if I cancel after the service has begun, I must pay a proportionate amount for the service properly supplied up to cancellation. I also understand that, if the service is fully performed, I will lose my right to cancel once full performance has taken place.

Customer name		Project reference	
Signature		Date	

Appendix B - Model cancellation form

You may use this form to cancel, but you do not have to. Any clear statement telling us that you wish to cancel is sufficient.

To	Chameleon Spray, 103 Crews Hole Road, St George, Bristol BS5 8AY enquiries@chameleonspray.co.uk
Cancellation	I/We hereby give notice that I/We cancel my/our contract for the following service:
Service / project reference	
Contract date	
Name of customer(s)	
Address of customer(s)	
Signature	Only required if this form is submitted on paper.
Date	