



THE BRUSH & PAPER CO LTD TERMS AND CONDITIONS

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. BY ACCEPTING A QUOTATION FROM THE BRUSH AND PAPER CO LTD YOU ARE ENTERING INTO A CONTRACT WITH US AND AGREEING TO THE FOLLOWING TERMS AND CONDITIONS.

'We', 'us' and 'our' means The Brush and Paper Co Ltd. 'You', 'the customer', 'the client', 'your' means the person who requested our services and enters into the contract.

What happens next

Nicola will calculate the price and post, or if requested, will email this to you.

On receiving the price, please check the details. Ensure Nicola has fully understood your requirements, if not, let her know.

To accept the price, simply contact Nicola and a suitable start date will be arranged.

If for any reason you do not wish to go ahead with the quoted work, we ask that you just let Nicola know of your decision.

The Quote

Unless otherwise stated, the price quoted is fixed for 3 months. After this time an increase may accrue.

The price is based upon the information given by the customer at the time of pricing the work or providing plans. Any changes to the information or plans may change the price given by us. Any extra work requested will be charged at £30 per hour plus material costs.

Electric, Water and Storage

The customer will be expected to supply, running water, electric power and toilet facilities where reasonably possible.

We may request that tools and materials be left at the home/site during the works. The customer reserves the right to decline this request.

At no point must the customer use any equipment belonging to The Brush and Paper Co Ltd.

Materials

All necessary materials will be provided by us, unless otherwise agreed and will always be of the highest quality and used in the appropriate manner and to the manufacturer's guidelines. We are happy to use materials provided by the customer but we are not responsible for the suitability or performance of any materials purchased directly by the customer.

The quote is based on materials as detailed. Any different materials requested, such as Dulux Light and Space, Dulux Diamond range, Farrow and Ball, Little Greene and other designer paints will be charged at extra cost.

Some colours from the Dulux paint ranges (mainly reds & yellows) may require additional coats, if this is the case it may be charged at an extra cost.

The amount of paint required is the full responsibility of The Brush and Paper Co Ltd. If the estimate of paint is wrong, we will cover the additional cost, not the customer.

Changing the colour during or after the commencement of works will result in additional costs for the customer.

Where possible, we will try to leave spare paint with the customer at the end of the job.

Waste Removal

We do not have a waste removal licence with Devon County Council therefore are not able to remove any waste related to the works. Any waste will be put into rubbish bags and left for your removal.

On projects with a lot of waste, a skip will be provided and accounted for within your quote.

Cancellation of Works

In the event of the customer cancelling the planned works, they agree to notify The Brush and Paper Co Ltd by phone or email at least 14 days before the project start date.

Cancellations 14 days or less may incur a charge of up to 50% of the total value of the works.

Postponement of the works for a period of up to 3 months will not incur a charge.

If for any reason we require to postpone the works, we will inform the customer as soon as possible.

Payments and Deposits

All projects will require a 10% non-refundable deposit to secure their booking date.

Full payment of the invoice must be paid by the customer with 7 days of the invoice date.

Any payments made over 10 days will be charged 5% of the value of the invoice. If a payment has not been made within 14 days, the outstanding invoice will be passed to a debt recovery company where further charges will apply.

Payments can be made by cheque or bank transfer.

Our Promise to the Customer

Our work is carried out to budget and to the timescale agreed.

If you are not happy with any of our workmanship, we will return at a suitable time for you to discuss and rectify any issues.

We will do our very best to provide the customer with a professional service from the start to the completion of a project.