



## P&F Painting Solutions Ltd

Terms and Conditions of Service

**Company Name:** P&F Painting Solutions Ltd

**Company Number:** 09213839

**Registered Address:** 197 Moorfield Place, Farnborough, GU14 7JD

**Email:** pnfsolutionsltd@gmail.com

**Phone:** 07415 769501

**Website:** www.pnfsolutionsltd.co.uk

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### 1. Application of Terms

These Terms and Conditions apply to all quotations, estimates, contracts, and services provided by P&F Painting Solutions Ltd (“the Company”, “we”, “us”, “our”) to the client (“the Customer”, “you”, “your”).

Acceptance of our quotation, deposit payment, or commencement of works shall constitute acceptance of these Terms and Conditions.

These Terms form the entire agreement between the Company and the Customer unless otherwise agreed in writing.

### 2. Scope of Works

All works shall be carried out in accordance with the written quotation supplied by the Company.

Any additional works, variations, repairs, or changes requested by the Customer or discovered during the project may result in additional charges and revised completion times.

No additional works shall proceed without customer approval.

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### 3. Deposits & Payments

A 25% deposit is required prior to commencement of works unless otherwise agreed in writing.

Further stage payments shall be invoiced based on project progress and work stages completed.





Final balances are payable within 3 days of practical completion.

Failure to make stage payments may result in suspension of works until payment has been received.

The Company reserves the right to remove labour, equipment, and scheduling priority from projects with overdue invoices.

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## 4. Late Payments

Late payments may be subject to:

- statutory interest;
- reasonable recovery costs;
- administration charges;
- suspension of ongoing works.

Interest may be charged in accordance with the Late Payment of Commercial Debts (Interest) Act.

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## 5. Completion Times

Estimated completion dates are provided in good faith based on current project scope and working conditions.

Completion dates may be affected by:

- customer changes;
- additional works;
- drying times;
- material delays;
- restricted access;
- weather conditions;
- third-party contractors;
- unforeseen site conditions.

Time shall not be considered “of the essence”.





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## **6. Decorating Standards & Inspection Conditions**

Our workmanship is guided by recognised UK decorating industry standards, including relevant NHBC decorating guidance where applicable.

Painted and decorated surfaces should be viewed:

- in normal daylight conditions;
- from a reasonable standing distance of approximately 1.5–2 metres;
- and not under critical lighting conditions such as wall lights, spotlights, uplighters, torches, or close-angle artificial lighting.

Minor imperfections visible only under critical lighting or close inspection shall not be considered defects.

Reasonable variations in texture, sheen, colour tone, timber movement, and touch-up appearance may naturally occur within decorating works.

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## **7. Timber, Plaster & Surface Movement**

The Company shall not be responsible for:

- natural timber movement;
- plaster cracking;
- joint movement;
- nail pops;
- settlement cracks;
- expansion and contraction;
- substrate failure;
- hidden structural defects.

Certain natural materials may continue to move after completion of works.

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## **8. Damp, Condensation & Moisture**

The Company cannot guarantee against the recurrence of:

- damp;
- mould;
- staining;
- peeling;
- bubbling;
- water damage;
- condensation-related defects.

where caused by structural issues, moisture ingress, ventilation problems, leaks, humidity, or conditions outside of our control.

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## **9. Existing & Hidden Defects**

The Company shall not be liable for pre-existing defects, hidden defects, previous poor workmanship, unstable surfaces, loose plaster, cracked tiles, failed coatings, or defects that become apparent during preparation or after works commence.

Any remedial works required shall be treated as additional chargeable works unless specifically included within the quotation.

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## **10. Third-Party Contractors**

We shall not be liable for defects, damage, delays, contamination, or finish issues caused by other trades or contractors working before, during, or after our works.

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## **11. Customer Responsibilities**

The Customer agrees to:





- provide reasonable site access;
- ensure areas are clear where possible;
- remove valuable or fragile items where necessary;
- provide access to electricity and water where reasonably required;
- ensure pets and children are kept safely away from working areas.

Restricted access or delays caused by the Customer may result in additional charges and revised completion dates.

## **12. Materials & Paint Products**

Unless otherwise agreed, quotations are based on the use of standard trade-quality decorating materials selected by the Company.

If alternative brands, specialist finishes, or customer-selected materials are requested, additional charges may apply.

No warranty is provided on customer-supplied materials or products.

## **13. Colour Matching & Finish Variations**

Colour appearance may vary due to:

- lighting conditions;
- natural daylight;
- surrounding colours;
- substrate condition;
- sheen levels;
- batch variations;
- paint manufacturer tolerances.

Exact colour consistency cannot always be guaranteed, particularly during touch-ups or future maintenance works.





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## **14. Protection & Cleaning**

Reasonable care shall be taken to protect floors, furniture, fixtures, and surrounding areas during works.

However, due to the nature of decorating and refurbishment works, complete dust-free conditions cannot be guaranteed.

Basic cleaning of working areas shall be carried out upon completion, but professional deep cleaning is excluded unless specifically agreed.

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## **15. Snagging**

Any snagging items or workmanship concerns must be reported within 7 days of practical completion.

The Company shall be given reasonable opportunity to inspect and rectify any genuine workmanship defects.

Unauthorised third-party repairs may void any workmanship warranty.

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## **16. Workmanship Warranty**

The Company provides a 6-month workmanship warranty from the date of practical completion.

This warranty covers workmanship defects directly related to the Company's labour only.

The warranty does not cover:

- damp or moisture issues;
- leaks or water ingress;
- structural movement;
- customer damage;
- accidental damage;
- condensation;





- natural wear and tear;
- third-party interference;
- customer-supplied materials;
- external environmental conditions.

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## 17. Cancellation

If works are cancelled after scheduling or commencement, the Customer may remain liable for:

- labour costs incurred;
- materials purchased;
- lost scheduling time;
- reasonable administrative costs.

Deposits are non-refundable once works, scheduling, or material procurement have commenced.

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## 18. Suspension of Works

The Company reserves the right to suspend works immediately in the event of:

- unsafe working conditions;
- abusive behaviour;
- non-payment;
- restricted access;
- serious breach of contract.

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## 19. Limitation of Liability

The Company's total liability shall not exceed the total contract value paid by the Customer.

We shall not be liable for:





- indirect losses;
- consequential losses;
- loss of profits;
- business interruption;
- reputational losses;
- delays outside our reasonable control.

Nothing within these Terms excludes liability where exclusion would be unlawful under English law.

## **20. Photography & Marketing**

The Company reserves the right to photograph completed works for portfolio, website, marketing, or social media purposes unless otherwise agreed in writing.

No personal information or identifying details shall be disclosed without consent.

## **21. Data Protection**

All customer information shall be handled in accordance with applicable UK GDPR and data protection legislation.

## **22. Governing Law**

These Terms and Conditions shall be governed by the laws of England and Wales.

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





## **Customer Acceptance**

I confirm that I have read, understood, and accepted these Terms and Conditions and authorise P&F Painting Solutions Ltd to proceed with the agreed works.

**Customer Name:** \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signed on behalf of P&F Painting Solutions Ltd**

Alex Gonda – Director  
P&F Painting Solutions Ltd

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