

TERMS & CONDITIONS

DEFINITIONS:

- ***Company:***
 - Means Harcourt Carpentry which is the name any agreed business will be conducted under.
- ***Client:***
 - means any person who purchases Goods and Services from Precision Carpentry and Joinery.
- ***Estimate:***
 - The value of the estimate is what we expect to charge you for certain works, based on our initial discussions and is usually given verbally. In the event of unforeseen circumstances or unexpected issues arising, it may be necessary to review the original quotation and provide you with new estimates during the course of your works. You have the right to accept or decline the revised price.
- ***Written Quotation:***
 - The written quotation follows the estimate and is the final price for the works discussed, including labour and materials, additional costs including expenses (if any) and tax. Any subsequent variation to the works including, without limitation, if you change the scope or if unforeseen circumstances or unexpected issues arise; this will be classed as a '***Variation/Extras.***' You have the right to accept or decline the new quotation. Should you choose to decline, all works will cease and you will be invoiced up to said point. You must pay in full for all works already completed and materials provided in accordance with the original quotation.
- ***Variations and Extras:***
 - Any unforeseen work or variations will be agreed before commencement to a fixed work rate of £35.00 an hour, plus materials at cost.
- ***Materials and Products:***
 - All materials and/or products supplied and delivered to you during the course of the works shall remain the property of Harcourt Carpentry until such time the works have been paid for in full by you. You will only own said material when full payment has been received by us.
- ***Validity:***
 - All quotations are valid for one calendar month from the date stated on the quotation provided, subject to fluctuations in the prices of materials. The price given cannot be guaranteed after this date.



- **Payment Terms:**
- Unless otherwise agreed, 25% of the total price given on the quotation is to be paid as a deposit on order, to secure availability and material. For avoidance of doubt, you agree to settle any undisputed invoice on completion of works in full within 14 days of invoice date.
You further agree to pay us interest at a rate of 5% above the Bank of England base rate on any payments not settled within the 14 day period.
- **Disputes:**
- We hope and expect that you will have no cause to complain about any aspect of our service. If, however, there is anything at any point that does not meet your expectations during the course of the works, please do not hesitate to let us know and we will do our utmost to make things right.
Upon completion of the work any disputes should be raised in writing within 7 days of invoice date. Should we receive written notification of a dispute after the time period stated above, original payment terms still apply and interest will accrue upon the 14 day period. Any disputes after this period will be dealt with internally.
- **Cancellation:**
- Should you wish to cancel the contract between us in respect of the works, you have fourteen (14) days in which to do so following your acceptance of our quotation. In accordance with the provisions of the Consumer Contract Regulations 2013.
- **Supplier Obligations:**
- We will undertake the works with all due care, skill and diligence, will complete the works to the highest standard within a reasonable timeframe, and will ensure that we comply at all times with all applicable laws and regulations.
- We will supply materials and/or products needed for the works (if any) that are of high quality and, will take full responsibility for replacing any materials and/or products that prove to be faulty or substandard.
- **Client Obligations:** You will co-operate with us and provide us with any information reasonably required to carry out the works in a timely fashion.
If you, and we, agree that you will be responsible for providing the measurements for some or all of the materials and/or products needed for the works, you alone will bear the cost of replacing the said materials and/or products in the event the measurements are incorrect.
If you and we agree that you will be responsible for providing some or all of the materials and/or products needed for the works, you alone will bear the cost of replacement in the event the said materials and/or products turn out to be faulty and/or unsuitable.

- ***Duration Of Works:***
 - The estimated time for completion of installation is our best estimate prior to commencement. We cannot accept liability for any costs, losses, or expenses incurred due to delays.
- ***Workspace:***
 - It is your responsibility to ensure there is ample workspace for Harcourt Carpentry to work. The area should be clear of all personal belongings unless agreed otherwise. We provide dust sheets, and all tools have professional dust extraction ports where possible, but some fine dust may settle. Please ensure all fragile or easily damaged items are removed.
- ***Media:***
 - Harcourt Carpentry takes pictures of project progress. We reserve the right to use these pictures in our portfolio, on our website, and on social media for marketing purposes. Please inform us via email at the start of your project if you do not consent to this.
- ***Waste Disposal:***
 - Due to regulations governing the handling and transport of construction waste, we as a company does not hold a waste carrier or disposal license and is therefore not legally permitted to remove or dispose of waste materials generated during the works. If the client requires waste to be removed from site, this must be agreed at the time of accepting the contract, as it will be arranged through a licensed third-party waste management company. Any such service will be carried out by this outsourced professional company and charged accordingly, ensuring all waste is handled, transported, and disposed of in full compliance with environmental and legal requirements.
- ***Law:***
 - This contract is subject to the law of England and Wales.