

## Terms and Conditions of Business

1. Payment due date varies but must be agreed in writing by both parties PRIOR to commencement of works. Non-account customers must pay in full PRIOR to works commencing.
2. Retention is 0% (works are warranted unless otherwise stated).
3. No discounts are applicable unless agreed in writing PRIOR to commencement of works or by written agreement. Any document requiring a signature must be signed by a duly authorised representative.
4. Defects liability period is 12 months from completion of Sub-Contract works OR as agreed in writing between parties PRIOR to commencement of works.
5. All access requirements (scaffold/towers, MEWPS) are the responsibility of the requesting party unless agreed in writing PRIOR to commencement. Additional charges will be made for access equipment supplied.
6. A written request for attendance must be received by email confirming client requirements PRIOR to Oakdene Finishes attendance. Any order must contain the following detail:
  - a. The name, contact details and title of the person ordering the work.
  - b. Confirmation that they have the authority of their employer to order such works.
  - c. Company name and address.
  - d. Site address and contact details.
  - e. Contact details of on-site person authorised to accept works each day. Please note that it is the express responsibility of the requesting contracting party to inspect and accept (by means of signature on Oakdene Finishes portal or paperwork) completed works daily. Failure to provide such representative will be deemed as acceptance and signature for all work completed (subject to alternative arrangements agreed in advance and in writing between the parties).
  - f. Contact details of the Quantity Surveyor (or other person) responsible for acceptance and payment of the invoices.
  - g. Invoice address.
  - h. Any other requirements of the purchasing company/ individual to facilitate payment for works need to be provided at the time of booking and NOT after the event. Any information not requested at time of order subsequently requested or relied upon after Sub Contract works completion will not be a valid reason for delay of settlement of invoices.
  - i. Photographs as requested by Oakdene Finishes.
  - j. Paint colour (RAL) or manufacturers details and sheen (if known).
  - k. Any special texture, design or other finish relevant to the works.
  - l. Any special or peculiar circumstances or limiting factors relevant to the location of the works, their surroundings and the safety of Oakdene Finishes operatives and those in the vicinity.
  - m. Power supply available 240v/110v.
  - n. Lighting condition, i.e. fixed, temporary or task (with temporary or task lighting it is accepted by the contracting party that subtle colour difference may be experienced when permanent lighting is installed). Responsibility for any variance and subsequent re-visit (and cost) rests entirely with the requesting party.
  - o. Any restrictions on ventilation or requirement thereof.
  - p. Parking availability (on site / off site).
  - q. Site operating hours.
  - r. Notification of any other condition or pre-requisite for the accurate completion of Method Statements and Risk assessments.
  - s. Site induction times/dates.
7. Failure to comply with clause 6 above places all responsibility of risk and delay with the requesting contracting party.
8. Oakdene Finishes do not agree to acceptance of any documentation or reference to documentation not supplied and agreed prior to attendance.
9. No responsibility is taken for damage caused to the Sub Contract works either during or after the event unless such damage is expressly attributable to Oakdene Finishes staff. Sub Contract works will have the adjacent area protected at the time of repair and removed upon completion.
10. Construction Industry (Taxation) Scheme – Oakdene Finishes is paid Gross under this scheme and our Unique Taxpayer Reference (UTR) will be supplied upon request.
11. C.I.T.B – Oakdene Finishes is not a member of this scheme as the bespoke nature of our works requires, we train all operatives ourselves. Therefore, NO deductions under this scheme should be made.
12. Failure to gain access to the Sub Contract works will be deemed an “Abortive visit” and will be charged for in full. Cancellations inside of 24 hours will also be charged in full.
13. Delays to Sub-Contract work beyond the control of Oakdene Finishes (and accepting weather or Force Majeure) but directly attributable to others may result in additional charges.
14. If the Polishing process requires the removal of some glass. The polishing process also produces heat. On rare occasions the glass may crack or break during the restoration process, this can be a result of thermal stress or more likely to other unknown existing flaws / imperfections or faults in the glass itself. Oakdene Finishes does not take responsibility for this occurrence. The glass is already damaged and in need of replacement prior to our attendance.
15. Oakdene Finishes cannot be held responsible for sight distortions caused by the polishing process (as glass polishing is a technique of removing material and not adding material) in cases of distortion beyond the acceptable GGF regulations no charge will be made.

## Warranty Statement

Oakdene Finishes undertake the repair of damaged item/s or area/s of hard surfaces. These materials were originally manufactured in tightly controlled and often sterile environments. Intense heat or high pressure may have been used in their production. Since we cannot duplicate these conditions on site, there are limitations to our processes that are created by the location of the item/s or area/s to be repaired or resurfaced.

Airborne dust from any source will fall on any flat surface and small pinholes may appear in porous or worn surfaces. Aerosols used in the vicinity will adversely affect the finish, as will silicone. We therefore need to work in an area **as controlled as possible** and access to this area is to be limited by Oakdene Finishes personnel.

Existing flaws or defects caused during the manufacturing process or simply due to age unless attended to will adversely affect the finish. These flaws may incur extra work and costs not originally quoted for prior to inspection.

Oakdene Finishes' service is designed to give you a quality finish that will last, as well as save you both time and money. Repair and/or resurfacing is an alternative to replacement; whilst the item/s or area/s may look as good as new, they are not.

Oakdene Finishes' repairs have a warranty of ONE YEAR. The warranty covers flaking, peeling, and general failure of adhesion to the surface, subject to the following After Care conditions:

1. *No abrasive cleaners are to be used on the surface.*
2. *Physical damage such as chips and scratches or mistreatment are not covered.*
3. *Staining caused from chemicals or dyes, is specifically excluded.*
4. *Heat exceeding 350 degrees or direct flame.*
5. *Problems caused from excess moisture, structural conditions or movement of the fixtures.*

## General Conditions

1. If works include resurfacing, the colour must be approved by the customer or authorised representative prior to application. Once applied the colour cannot be changed without completely re-applying the colour to the item at your expense.
2. Oakdene Finishes Repair Technicians are not trained, equipped, authorised or insured to do works outside of those for which they are specifically employed by Oakdene Finishes to do. If they remove or replace any fixtures at your request, it is done solely as a courtesy and the responsibility for any damage is yours. Our technicians may remove or loosen handles and will be responsible for returning them to their original place unless the age or general decay of such fittings make it possible to do so.
3. Part of our warranty process requires reattendance, any refusal of access may invalidate your warranty.