

## Riolett Services - Terms and Conditions

By using our services or buying our products you agree to the following terms and conditions presented on this page. Any changes to our terms and conditions will be updated here.

### RESIDENTIAL & COMMERCIAL

When coating any walls, windows or ceilings, there is a chance the masking tape used may remove some paint from the area it is applied on to. Unfortunately, this is a potential drawback when using masking tape, but there are no other alternative methods available when trying to prevent overspray.

### RESIDENTIAL & COMMERCIAL

If we have quoted a job on a price this will include paint, tape, filler, Sandpaper, thinners, paper; this will also include labour and all machinery. If for any reason the job cannot be completed due to the job not being finalised right by our client, the full invoice will become due. There will be no reduction due to poor organisation by the client.

### RESIDENTIAL & COMMERCIAL

We cannot guarantee our paint which has been sprayed onto silicone due to cracking. So what we would recommend is to re- silicone once all work is completed.

If we receive a purchase order number and it is cancelled at a later date there will be a 50% charge of the full invoice amount. If the job has started, then the full 100% will become due.

### RESIDENTIAL & COMMERCIAL

All colours that are chosen are the responsibility of the customer and should be provided before a job takes place, we will advise on this if needed.

### RESIDENTIAL & COMMERCIAL

Access is the responsibility of the customer unless discussed with us at the time of your quotation.

### RESIDENTIAL & COMMERCIAL

All paint that is supplied by us will belong to Riolett services until full payment has been made.

### RESIDENTIAL & COMMERCIAL

We can only guarantee our own paint. We cannot put guarantees on old paint that is not removed before we start to apply our paint. Please ask about prices to remove old paint when quoted.

### COMMERCIAL & INDUSTRIAL

We provide a 25 years guarantee on all wet spraying. (COMMERCIAL/INDUSTRIAL ONLY)

With this guarantee you will need to have your spray painting washed down or cleaned without chemicals every 12 months by us or another company of your choice otherwise the warranty will be invalid.

#### 5 Year residential guarantee on coatings

This guarantee covers peeling and cracking. It does not cover for wear & tear scratches or chips. All paintwork must only be cleaned with a damp cloth with No chemicals.

Our gloss levels come in full Matt 0 to 3% Satin 15 to 30% Semi-gloss 40 to 60%. Full gloss 90%

Please be aware when having a kitchen or something with heavy traffic sprayed when choosing only Matt or satin stains will become very hard to remove because of the low gloss levels. The more gloss, the more protection you gain.

You can apply a Matt lacquer, which will give your paint much better protection after the paint is applied. Please ask about this service when enquiring.

One Stop Services will not cover stains that can't be removed due to low gloss levels.

#### RESIDENTIAL & COMMERCIAL

Riolett services payment terms are strictly 14 days. We can extend our payment terms to 30 days if required. Please enquire when accepting your quotation where a full credit check may be carried out.

#### RESIDENTIAL & COMMERCIAL

Our Health & Safety policy documents are available at the customer's request. All risk assessments and method statements are supplied in return with all purchase order numbers.

All our operatives are comprehensively insured under our Public & Employers Liability Insurance Policy of £10 million.

#### RESIDENTIAL & COMMERCIAL

All claims must be made in writing and addressed to our Head Office within 48 hours after the liability has arisen. Your responsibility is to ensure our Head Office receives your letter and obtain a reference number from us relating to your complaint/claim. If any complaint is proven NOT to result from our operatives, we reserve the right to charge a call-out charge of £100.00+VAT to cover expenses and time lost. You can email us at [info@riolett-services.co.uk](mailto:info@riolett-services.co.uk)

#### RESIDENTIAL & COMMERCIAL

We collect data from our customer's Name, Address, Telephone Numbers and Email Address. This information is strictly for the use of our company and to assist in carrying out our services. At no time will your data ever be sold or passed on to 3rd party users. We respect our customer's privacy; this information is kept in line with data protection regulations at all time.

#### RESIDENTIAL & COMMERCIAL

All representative of our company will remain polite, courteous, reliable, and professional at all times; however, any representative of our company fails to adhere to this code of conduct. You must report this immediately to us in a letter detailing what happened. This, in turn, will be investigated internally, we will write to you describing the outcome of their investigation. Email [info@riolett-services.co.uk](mailto:info@riolett-services.co.uk)

#### COMMERCIAL/ INDUSTRIAL

It is the customer's responsibility to make sure there is parking for our vans .If this is not the case when the vans turn up on-site, there will be a day rate of £550.00 plus 20% VAT. Night rate £750.00 plus vat. Our vans need to be close by due to paint being made up.

#### COMMERCIAL/ INDUSTRIAL

When on site to complete works if for any reason we cannot work due to other workman scaffold or any other issues one stop services as the right to charge a day rate to cover time lost, the total cost will be £550 00.plus VAT at 20% per day. The day rate may change depending on the contract Night Rate £750.00 PLUS VAT.

#### COMMERCIAL/INDUSTRIAL

Please make sure your site manager is aware of signing our sign off sheets after checking all works, and he/she is 100% satisfied with the works carried out. If the work has already been snagged and signed off, there will be a charge if there is re-snagging due to other workman damaging our work. Full payment will be liable once our sign off sheet is complete.

#### COMMERCIAL/INDUSTRIAL

If we complete any spraying works and for any reason, it's not to your satisfaction, please inform our head office within 48 hours. If you do not contact us within this time, we will assume you are 100% happy with all the work carried out.

#### RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Any late payments will incur a £10.00 Plus 20% VAT per day penalty fee unless you have agreed to longer terms with our accounts department. This will cover the time spent chasing your account

#### COMMERCIAL/INDUSTRIAL

We will not take responsibility for works sheets if the timesheets are not signed by the QS or contract manager at the end of the day.. If they are not on-site to sign our sheets, we will assume they are 100% happy with all the works that has been completed.

#### In-house spray booth Terms and Conditions

The Customers property is left in our warehouse at their own risk. Riolett services will not take any responsibility of damaged goods.

#### In-house spray booth

Colours are the responsibility of the customer and should be agreed before dropping items at unit.

#### In-house spray booth

If your items are not collected on the day you agreed with our office you may occur a £5.00 per day holding fee. If you have a reason for not collecting please contact our offices on 01908 785052 or email [info@riolett-services.co.uk](mailto:info@riolett-services.co.uk)

#### In-house spray booth

All jobs must be booked in through our office by phone or email. 01908 785052 email [info@riolett-services.co.uk](mailto:info@riolett-services.co.uk)

#### In-house spray booth

Our opening hours are Monday to Friday 9am till 5pm

#### In-house spray booth

Payments must be paid in full before removing any items from the workshop. This can be done by Bacs , Visa card , cash,

#### In-house spray booth

Please be sure you're happy with the colour and workmanship before removing your items from our premises we will not be held responsible once they have been removed from the warehouse.

#### Painting & Decorating Terms and Conditions

By accessing this website we assume you accept these terms and conditions. Do not continue to use one stop services Painting and Decorating if you do not agree to take all of the terms and conditions stated on this page.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Written estimates or quotations will outline a cost for labour and materials to complete the work requested by the client. Items not outlined in the estimate or quotation will not be carried out by us. Should you need works additional to those detailed in the estimate or quotation to be carried out, then you should seek an additional written estimate or quotation.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

In the event of any work undertaken by us being damaged by other trades, the client or any third party who is not in the employment of one stop services Painting and Decorating then we shall have no liability to carry out remedial work. In the event of the customer seeking remedial works then such works shall attract a minimum labour charge of £35.00 per man per hour to rectify. An agreement to carry out such remedial work must be agreed in writing.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

It is the client's responsibility to move all furniture and personal items from the area in which we are to carry out work and to store these items away from the work area and for the duration of the work. We will not remove or take down curtains or blinds and in the event that the customer leaves such items in the work area then such items shall be left at the clients own risk. We will not be held liable for any damage to items not removed from the work area. Large items can be removed by one stop services with agreed notice. We will not be held liable for damage to any items removed by us or covered for the duration of the works.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Whilst we will endeavour to carry out works within any timeframe estimated to you, we reserve the right to postpone both the commencement date and duration of the works and shall give you a minimum of 48 hours if such variation is anticipated. In the event of such a delay we will agree an alternative start date as close to the original start date as possible. We do not accept liability in respect of any delay and any such delay will not allow the customer to make any claim in respect of charges, costs or other penalties.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

On completion, you will be required to be available to sign a job completion form. In the event that you are unavailable for any agreed appointment to sign a job completion form then you will be deemed to have accepted that the job is completed to your satisfaction.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Invoices are strictly pay on completion for all residential customers and 14 days for commercial and industrial. Our payment terms can be increased for commercial and industrial if stating at time of the quotation. Once the job has started we can then not increase the payment terms.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

All paint and materials will belong to one stop services until full payment is received. One stop services have the right to charge £5.00 per day for late payments due to chasing your account.

### **Terms and Conditions Cleaning and jet washing**

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

All quotations are given by one stop services following a request from the Customer and shall remain open to acceptance for a period of 30 days.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

One stop services reserves the right to amend the initial quotation, should the Customer's original requirements change or the client feels that the criteria of the quotation has been misrepresented.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

One stop services shall provide all cleaning supplies and cleaning equipment necessary to carry out the service.

The client must provide running water in terms of an outside tap if jet washing is taking place.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Payments for residential ids pay on compilation. All commercial and industrial is strictly 14 days unless arranged at time of quotation.

CLEANING SERVICES

## COMMERCIAL/INDUSTRIAL

Riolett Services will not take any responsibility for works if the above sheets are not signed by the QS or contact manager at the end of the day or job. If they are not on site to sign our sheets, we will assume they are 100% happy with all the work that has been completed.

## RESIDENTIAL

Please do not sign our job sheet if you're not 100% happy with the outcome on your property and please contact our office by email [info@riolett-services.co.uk](mailto:info@riolett-services.co.uk) or 01908 785052. Once our paperwork is signed this will be on the understanding you are 100% happy with the outcome.

## COMMERCIAL/INDUSTRIAL/RESIDENTIAL

Riolett Services come onto site to complete works and for any reason cannot work due to other workman scaffold or any other issues Riolett services as the right to charge a day rate to cover time lost the full cost will be £550.00 plus VAT at 20% per day.

## COMMERCIAL/INDUSTRIAL

All payment terms are 14 days unless agreed by our accounts department. Any late payments will be charged at £10.00 plus VAT @20% per day unless you have agreed longer terms with our accounts department. This will cover the time spent chasing your account.

## RESIDENTIAL

All payment terms are pay on completion unless agreed by our accounts department. Any late payments will be charged at £10.00 plus VAT @20% per day unless you have agreed longer terms with our accounts department. This will cover the time spent chasing your account and may affect your credit history.

## RESIDENTIAL/COMMERCIAL/INDUSTRIAL

When jet washing we cannot be held responsible for stains that can't be removed due to weathering and wear and tear, we will always try our best to gain the best results and offer our customers a result of 95%

## RESIDENTIAL/COMMERCIAL/INDUSTRIAL

Riolett Services will remain polite, courteous, reliable and professional at all times. If any representative of Riolett Services fails to adhere to this code of conduct you are to report this

immediately to Riolett Services Head Office and also send in a letter detailing what happened. This in turn will be investigated internally and Riolett Services will write to you detailing the outcome of their investigation.

RESIDENTIAL/COMMERCIAL/INDUSTRIAL

Riolett Services collects data from our customers in the form of Name, Address, Telephone Numbers and Email Address. This information is strictly for the use of Riolett Services and to assist in carrying out our services. At no time will your data ever be sold or passed on to 3rd party users. We respect our customers privacy, this information is kept in line with data protection regulations at all time.

RESIDENTIAL/COMMERCIAL/INDUSTRIAL

Riolett Services and all operatives are comprehensively insured under our Public & Employers Liability Insurance Policy OF 10 million.

RESIDENTIAL/COMMERCIAL/INDUSTRIAL

All claims must be made in writing and addressed to Riolett Services Head Office within 48 hours after the liability has arisen. It is your responsibility to ensure Riolett Services Head Office receive your letter and you obtain a reference number from Riolett Services Head Office relating to your complaint/claim. This can be done by email [info@riolett-services.co.uk](mailto:info@riolett-services.co.uk)

COMMERCIAL/INDUSTRIAL

In accordance with Riolett Services Health & Safety policy documents are available at the customer's request; all risk assessments and method statements are supplied in return with all purchase order numbers.

RESIDENTIAL/COMMERCIAL/INDUSTRIAL

Access is the responsibility of the customer unless discussed with Riolett Services at the time of Quote.

COMMERCIAL/INDUSTRIAL

Riolett Services receives a purchase order number and this is cancelled at a later date there will be a 50% charge of the Full invoice amount if we don't get 72 hours notices.