



K WYATT DECORATORS

KWD Terms & Conditions 2025

Quotations

1. Quotations are based on the information provided by the client and include materials, labour, and essential project management.
2. The final price may vary based on K Wyatt Decorators' (KWD) findings during the work (e.g., additional time or materials required).
3. For additional work requests, an updated quotation will be provided, requiring written approval before commencement. While every effort will be made to complete work within the initial booking, additional work may necessitate scheduling on alternate dates.
4. Quotations are valid for 30 days from the issue date and may be subject to change thereafter.
5. A deposit of 35% of the original quotation is required before commencing work ("The Deposit"). The deposit secures the agreed start date. Failure to receive the deposit may result in postponement or cancellation.
6. Deposits are non-refundable except under special circumstances.
7. To change the agreed start date, a minimum of 4 weeks' notice is required.
8. If the scope of work is reduced, the original deposit will be retained as compensation for loss of earnings. A revised quotation and deposit request will be issued, with any balance from the original deposit retained for loss of earnings. Refunds are discretionary based on individual circumstances.
9. Clients are responsible for arranging parking or covering daily parking costs. Congestion charges, where applicable, must also be paid by the client.



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10. All deposits and final invoices must be settled directly, including insurance-related work.

Products & Materials

11. Colour charts will be sent once the deposit is paid. Written confirmation of colour choices is required 10 business days before the start date to ensure timely ordering.

12. KWD will supply up to three colour samples included in the price, deliverable within five working days after the deposit is received. Additional samples can be requested at cost.

13. Requests for multiple colours in different areas (e.g., ceilings, walls, or woodwork) will incur an additional charge of £75 + VAT per colour change. Changes to colour choices after application begins will result in additional charges.

14. KWD may use client-supplied paint if in suitable condition. Quotations are based on trade paint brands, requiring two coats unless specified.

15. Designer paints or bold colours may require extra coats, subject to additional charges.

16. Preparation materials and surface protection (e.g., filler, caulk, sandpaper) are mandatory and supplied by KWD.

Customer Responsibilities

17. Clients must arrange access to hot & cold water, electricity, tool storage, and functioning toilet facilities.

18. Clients are responsible for removing furniture and valuables from the work area.

19. Assistance with furniture relocation will incur a charge of £50 + VAT per hour per man and assume no liability for potential damage.

20. Large immovable items should be centrally placed, and appliances near the work area must be relocated. Window treatments (e.g. blind and curtains) should also be removed in



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advance or will incur the same charge of £50 + VAT per hour, per man to remove and reinstall.

21. For kitchen or bathroom work, areas must be clean, dry, and ready before KWD's arrival. Floors should be free of dust, debris, and pet hair.

22. For areas with new plaster or carpentry, imperfections beyond minimal levels must be addressed by the client's tradesperson or will incur additional charges if rectified by KWD.

23. Leak restoration work requires the leak to be resolved prior to decoration. Repaired surfaces will be finished to the highest standard possible.

During Work

24. Exterior work schedules depend on weather conditions, as assessed via the BBC Weather app. Work may be delayed or adjusted to accommodate weather suitability.

25. Dustless sanding equipment is used, but some dust may still occur. Work areas will be cleaned regularly, and tools will be stored neatly.

26. KWD is not liable for paintwork damage during or after work completion unless arising from workmanship faults. Touch-ups may incur charges.

27. All other tradesmen's work must be completed before KWD begins. Delays should be communicated at least two weeks in advance.

Limitations & Client Acknowledgements

28. KWD guarantees workmanship but does not provide formal guarantees for paintwork due to uncontrollable factors. Paint adhesion or craftsmanship issues will be addressed without charge. Damage caused by clients or external factors may incur repair fees.



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29. Maintenance recommendations include cleaning painted surfaces with a damp, lint-free cloth. Kitchen areas may experience discolouration due to oils and spices despite precautions.

30. If designer paints are requested, they may require additional coats, and this will need to be updated and agreed upon before the additional work is completed. Designer paints are not covered under our workmanship guarantee.

31. Unless specifically requested, the internal surfaces of cabinets, doors, and radiators are excluded from quotations.

Final Invoicing

32. For projects exceeding five working days, a payment schedule will be established, with partial payments required weekly. Payment requests will be sent via email, along with updated invoices and receipts.

33. Final payment is due upon work completion. Clients must review and settle the final invoice on the completion day. Payments are accepted via bank transfer or cash; cheques are not accepted.

34. Payments must be completed within 7 working days. Unpaid balances will incur a £100 late payment charge for every 30-day period of delay. Persistent non-payment may result in legal or collection actions.

Signing Off

35. KWD's 5-Year Guarantee covers workmanship and issues arising from the paint spraying process but excludes general wear, tear, and damage caused by external factors. The guarantee does not cover kitchens with wraps or laminates unless explicitly agreed upon, nor does it cover water damage.



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36. Waste removal is the client's responsibility unless otherwise arranged with KWD for a minimum charge of £120 + VAT.

37. Images of completed work may be used for marketing purposes unless the client opts out.

38. KWD maintains a zero-tolerance policy for abuse towards staff and reserves the right to cancel work agreements on this basis.

By accepting the quotation, the client agrees to these terms and conditions. The director reserves the right to determine additional terms as necessary.