SECTION 1 - FIXED RATES AND QUOTATIONS:

1.1 Contract
The agreed final quote represents a written contract for the exact work to be completed at the price quoted. Any agreement made verbally is not covered by the contract unless it has been written into said contract. The agreement is made between BELLE decorating and the client. The client is identified as the person who requested the quotation.

BELLE decorating will not enter into any dialogue, accept any requests or communicate in any way with anyone other than the client except where the client has provided written permission that allows them to do so. The acceptance of the quote, electronically or by any other means signifies a full acceptance and commitment to accept these terms and conditions. Please check your quotation carefully.

1.2 Scope of quoted work
The quote written by BELLE decorating for the client represents the requests of the client. It is not a builder's survey and we will not be held liable for any task that is not included in the written quote.

1.3 Electric and water
The client will be expected to provide electrical power, running water and toilet facilities where reasonably possible.

1.4 Condition of existing walls and ceilings
Unless specifically mentioned, no provision is made for repair of plastering beneath papered walls or ceiling surfaces, as it is assumed that such plastering is in good condition, and is suitable to take treatment specified. Similarly, the costs of the repairs and renewals of any defects which are not visible at the time of estimating will be chargeable, unless allowance for such items is included.

1.5 Cancellation
In the event of cancellation by the client, the client agrees to notify BELLE decorating in writing or by email 28 days before the project start date. In the event that BELLE decorating are not notified of the cancellation, the client agrees to pay all of BELLE decorating's administration, lost work and scheduling costs amounting to no less than 25% of the total project cost.

If the customer elects to cancel our services after we have begun work, the customer agrees to pay all of BELLE decorating's administration, lost work and scheduling costs amounting to no less than 50% of the total project cost. Postponement of scheduled works rather than cancellation is acceptable only if the rescheduled date is bona fide and within 12 weeks of the initial date scheduled (dependant on BELLE decorating availability). Should further postponement occur, you will be deemed to have cancelled our services and the cancellation levy will apply as above.

1.6 Materials
All necessary materials can and will be provided by BELLE decorating unless otherwise agreed and will always be of high quality and used in an appropriate manner as per the manufacturer's guidelines. Where it is necessary to match existing decor, our work will be carried out with this in mind, using appropriate materials that provide an exact match where possible. If an exact match will not

be achievable, the client will be consulted. BELLE decorating is not responsible for the performance or suitability of any materials, parts or products purchased directly by the client and allow BELLE decorating to use these at their own risk.

1.7 Changes to your quote
Any quote or estimate is subject to revision, if a customer makes changes to their property or building after receiving a quote from BELLE decorating, customers must let us know of all changes made as soon as possible, so that their quote can be revised. Any changes made without notifying us, may cause a delay in the work until a price has been agreed for any changes.

1.8 Completion timescales
Estimated completion times are guidelines and although we will endeavour to complete the work in the time frame intimated, we will not be held liable for failure to complete the scheduled works within the estimated time frame. Similarly, it may be that by employing extra resources we can finish a project more quickly than estimated. In which case the price of the quote will not change. If the work is completed ahead of the estimated timeframes no refund will be issued to the customer as the contract is the schedule of work completed and not number of days to complete (unless a day rate has been agreed at quote stage).

1.9 Storage of tools
We may leave tools and equipment on site overnight. The client reserves the right to refuse, but this must be mentioned to BELLE decorating ahead or on the first day of work commencing.

1.10 Validity period of quotations
Quotes are valid for 90 days from the date of issue.

1.11 Room Preparation
It is the responsibility of the client:

- To remove valuable and/or fragile items from the areas to be decorated
- To remove electrical goods from the areas where works will be carried out
- To move all large bulky items, that can not easily be removed from the room, to the centre of the room
- Remove all curtain and blinds
- To remove pictures and other items hanging from the wall, including all fixings.
- To remove all door furniture
- To unscrew Light switches/plug sockets/ceiling roses/spotlights

Assistance can be provided with the repositioning and/or removal of bulky furniture items and goods, though please make BELLE decorating aware of any assistance required ahead of work commencing. We reserve the right to decline to move goods if the condition is at risk of damage to the equipment or the property. We reserve the right to decline to move particularly heavy or bulky items if they present a higher than accepted health and safety risk.

Room left in a condition where decoration can not take place, BELLE decorating will discuss this with the client so a suitable arrangement can be made; one of the solutions being a charge for BELLE decorating's time to empty the room.

1.12 Damages and Precautions
Although all care will be taken, if BELLE decorating agrees to move or assist with the movement of heavy/Bulky furniture and damage to the item of floor covering or indeed any item or surface whilst moving the furniture BELLE decorating can not be held responsible for the damage on any financial level.

Where items cannot be covered or protected, but could easily have been removed, we will request that they are removed before work commences. We cannot be held liable for damage to such items if they are not removed.

If wall fixing/door furniture are not removed BELLE decorating may remove items to enable us to provide the best possible finish for our customers, items BELLE decorating remove we will replace however BELLE decorating can not be held responsible for wall plugs and/or screws etc that defect during the process meaning replacement is not possible.

We will take every possible precaution to ensure that all vulnerable areas and any objects left in the work area are carefully and thoroughly covered and/or masked. However, there will always remain a very small risk of overspill or dust getting past these precautions. In the rare event of overspill, dust or other cosmetic damage, we will endeavour to ensure that it is satisfactorily cleaned.

In the event of breakage or damage to the property, BELLE decorating will notify the client immediately and set out steps to remedy the situation. Similarly, if at the end of the job the client is dissatisfied with any aspect of the service, they must inform us as soon as possible.

Clients must allow BELLE decorating to remedy using our own tradespersons and under no circumstances will we be held liable for the costs of reparations by third parties that we have not expressly agreed to in writing. The client must notify BELLE decorating, in writing within 24 hours of an alleged breakage or damage caused.

Where any doubt exists as to the suitability and or structural soundness of any working platform such as balcony, flat roof etc. the client may be asked to provide professional evidence such as structural engineers report prior to works commencing.

Where a roof of any type / style is to be used to gain access for external decoration works to BELLE decorating accept no liability for any damage to have been caused as a result of utilising for access during the works.

1.13 Additional work
In most cases BELLE decorating is happy to do small “favours” for our clients over and above our quotations however this is expressly done at your own risk and we will not accept any responsibility for any work undertaken that is not in your written quote, including loss or damage to persons or property.

1.14 Pre-existing damage
We may take photographs of your property or complete a pre-existing damage form prior to the start of the project. In the unlikely event that we do damage your property and this is a result of our

negligence, you will be covered by our insurance for the full amount. However, claims that we can dispute with photo evidence or written agreement will incur a £50 charge per complaint to cover administration costs.

1.15 Payment of quoted and fixed price work
The client agrees to pay the invoice for completed work immediately after completion of the project and invoice received. Please see late payment 2.3 Payment time scales for late payment fees.

In the event that the client is unhappy with the standard of workmanship, the correct complaints procedure as show in these terms and conditions must be followed.

All materials purchased for, or on behalf of the client, remain the property of BELLE decorating until payment of the final invoice by the client to BELLE decorating.

In the event of dispute, the client agrees to allow access to the property to a representative of BELLE decorating to retrieve all materials that remain the property of the company. We are happy to provide invoices for businesses and individuals.

However, payment is due within the time-scales as stated in the Terms and Conditions and the amount, unless amended by BELLE decorating, is fixed in the quotation.

1.16 Completion of the project
If BELLE decorating deems it necessary, the client must be available on the last day of the project for consultation and final sign-off for the project. In the event that the client is unavailable, unless otherwise agreed in writing, the client accepts that the project has been completed to their satisfaction and payment in full is due.

1.17 Termination of the contract by BELLE decorating
BELLE decorating will not tolerate aggressive or rude behaviour, racism, nationalism; sexism, homophobia or ageism directed towards any of its staff or tradespersons and reserves the right to terminate the project at any time in this event, full payment will be required by the client in this instance.

1.18 Waste Removal
As we are not a licensed waste carriers, the legal duty of care and disposal falls on the property owner (as non-licensed removal violates environmental regulations). Packaging, client-supplied cardboard boxes, or general household/construction waste are the client's responsibility.

SECTION 2 - PAYMENT

2.1 Deposits
In most cases a deposit will be required to secure time in our diary. This deposit will be refundable under the following timescales or deducted from final invoice.
A second deposit may be required, again to be deducted from final invoice. This second deposit is required under the following timescales.

Decorating expected to take	Timescales for 1st deposit refund	Timescales for 2nd deposit refund
1 week or less	28 days prior to start date	Not Required
Up to 2 weeks	28 days prior to start date	Not Required
Up to 3 weeks	35 days prior to start date	15 working days prior to start date
Up to 4 weeks	42 days prior to start date	15 working days prior to start date
Up to 5 weeks	42 days prior to start date	15 working days prior to start date
Over 5 weeks	42 days prior to start date	15 working days prior to start date

2.2 Payment methods
Our prefect payment method is Bank transfers, however alternate payment methods can be agreed apon for settlement of your account.

2.3 Payments to tradespersons
Our staff are not permitted to accept payment - to pay for your deposit or completed job, you must pay BELLE decorating directly unless you have been given permission through email otherwise your account will remain outstanding until such time as BELLE decorating receives payment directly.

2.4 Payment time scales
The client agrees to pay the invoice immediately on receipt of the project invoice. BELLE decorating reserves the right to re-issue the invoice and request payment after 7 days of invoice issue. Should the outstanding balance not be settled within 9 days, BELLE decorating will apply a late charge, the greatest of, £100.00 or 10% total bill and an additional charge of £50 for each further invoice reminder (issued approx. every 4 days).

2.5 Unpaid accounts
In the event that BELLE decorating cannot recover any outstanding amounts after a reasonable amount of time, we will employ the services of a debt collection agency. The client accepts that the debt collection agency will increase the outstanding amount to cover their costs - this fee is applied as soon as the debt is passed from us to them and usually amounts to 33% of the cost of the invoice - it is therefore strongly in your interests to settle your invoice as soon as possible to avoid these extra costs. Once the debt passes from us to the debt collection agency, we have no further involvement in the account and cannot reverse the process or any associated fees.
greatest of, £100.00 or 10% total bill and an additional charge of £50 for each further invoice reminder (issued approx. every 4 days).

SECTION 3 - PRIVACY POLICY

We will never sell or otherwise pass on your contact details to any other company or third party, unless required to do so by law. When you contact us, your details may be retained to assist with your enquiry. Your details will be used for correspondence and may also for marketing purposes by BELLE decorating. If you do not wish for your details to be used for marketing purposes please contact us.

BELLE decorating collects details about you from your use of our service and your visits to our web site and other sites accessible from them.

We may collect additional information in connection with your participation in any promotions or competitions offered by us and information you provide when giving us feedback. We also monitor customer traffic patterns and site use which enables us to improve the service we provide.

SECTION 4 - DISCOUNTS AND PROMOTIONS

From time to time BELLE decorating may run promotions and offers - these promotions and offers come with the following conditions:

- Discount is limited to labour costs only
- Materials costs are not included in the promotion, unless specified
- Discounts cannot be combined - one promotional discount may be used per transaction
- Offer periods are limited - refer to the specific promotion for validity period

BELLE decorating reserves the right to withdraw any offer at any time.