

Terms & Conditions



Terms and Conditions of D&D Decorators 2026

Welcome to D&D Decorators. The guidelines for using our services are described in these Terms & Conditions. You acknowledge that you have read, understand, and agree to abide by the following terms by using our platform. Before moving on, it is imperative that you thoroughly read these terms. Please do not use our services if you disagree with any of these terms.

1. Scope of Work

- D&D Decorators will perform all services as outlined in the agreed-upon quote or contract, including surface preparation, covering areas, painting, and or any additional services
- Any changes or additional work not included in the initial quote must be agreed upon in writing before the work begins and may result in extra charges.

2. Estimates and Pricing

- All quotes provided by D&D Decorators are estimates based on the initial assessment of the job.
- All estimates are valid for 30 days from the date of issuance unless specified otherwise on the document
- Prices may increase if there are more things to be done (eg. doing more coats of paint than quoted originally)

3. Payment

- A deposit is required before the beginning of every job. The % will be stated at the bottom on every quotation sent followed by the full Payment Breakdown.
- Provider must provide the invoice for the Services to the Receiver by email and/or at the time of the delivery. Invoiced amounts must be paid, in full or in stages, as stated in the quotation sent. Under any payment model the sum of the amounts paid will equal the full consideration agreed in this the agreement upon completion / delivery of the Services.
- The payment must be made in the form of certified funds, such as cash or transferred to the bank account provided by the customer.
- The project will be put on hold until the money is received if the Receiver fails to make payments on schedule. For example, if 50% is due today but has not yet been paid, the work will be stopped until the outstanding balance is paid
- Full payment is required within 12 hours of work completion. Late payment may incur

4. Warranty

D&D Decorators provides a 1-year warranty on all workmanship completed by our team. This warranty covers defects in the quality of the work we have carried out. It does not extend to any areas or items that have been altered, repaired, or tampered with by third parties or the client.

Important: This warranty will void if any part of the work completed by D&D Decorators is modified, repaired, or altered by anyone other than D&D Decorators.

The warranty applies only to the specific work performed by D&D Decorators.

The warranty does not cover:

- Damage caused by the property owner, tenants, or third parties.
- External factors such as accidents, structural issues, moisture or dampness, improper maintenance, or misuse.
- Wear and tear or issues unrelated to our workmanship.
- Repairs or alterations made by anyone other than D&D Decorators will void this warranty.

Warranty Service

If you need to request a warranty service, please contact us promptly. We will inspect the issue to determine if

it falls under our warranty terms. Approved repairs will be carried out at no additional cost to you.

5. Call-Out Charges

All electrical and plumbing call-outs are subject to a standard rate of £60 per hour, with a minimum charge of two hours per visit. This fee includes travel to the site, an initial assessment of the issue, and any minor repairs or adjustments that can be completed within the minimum time frame.

Should additional work, materials, or specialist components be required, a detailed quotation will be provided for approval before further work is undertaken. All rates are exclusive of materials and subject to change with prior notice.

6. Cancellation and Rescheduling

- All deposits paid to D&D Decorators are non-refundable. The deposit secures your booking and covers preliminary expenses, including materials, scheduling, and preparation. By paying the deposit, you agree to these terms. In the event of cancellation by the client, the deposit will not be refunded.
- This Agreement will automatically terminate when both parties have performed all their obligations under the Agreement and all payments have been received.
- Rescheduling requests must be made in writing at least 5 days in advance. Rescheduling is subject to availability
- Deposits will be transferred to the rescheduled date only if adequate notice is provided. Repeated rescheduling or failure to commence the project on the agreed date without proper notice may result in the loss of the deposit and additional fees.

7. Client Responsibilities

- The client must provide access to the work area and ensure that the space is free of obstacles (e.g., furniture, wall hangings) before the project start date.
- If the client does not get the time to clear out the areas that need to be worked on, they must be present while we remove or move furniture around.
- D&D Decorators is not liable for any damage to items not removed prior to work commencement

8. Health and Safety

- D&D Decorators complied with all health and safety regulations to ensure a safe working environment.
- Clients must make an appointment with the site manager before visiting the site ensuring that the work has been stopped while the client views the progress of the works
- Clients must ensure the work area is free of hazards that could compromise the safety of our workers and the property.

9. Damage and Liability

- While D&D Decorators takes care to protect your property, we are not responsible for damage to the areas outside the immediate work zone or due to unforeseen issues (eg., structural damage)

10. Termination of Services

- D&D Decorators reserves the right to terminate services if the client fails to comply with these Terms and Conditions, including failure to make payments or provide access to the work area.
- In the event of termination, the client is responsible for payment of services rendered up to the date of termination.

11. Waste Disposal and Site Clean-up

- D&D Decorators will leave the work area clean and tidy upon completion.
- Standard waste generated during the work will be removed by our team.
- Large quantities of construction waste, old fittings, or special disposal requirements will incur an additional charge.

12. Expenses

- Receiver must pre-approve all expenses before the Services start.

13. Completion Timeline

- The estimated project completion timeline will be provided in the initial contract or quote. However, unforeseen factors such as weather conditions, material availability, or client-induced delays may affect the timeline.
- We will communicate any delays or charges to the completion schedule promptly.

14. Force Majeure

- D&D Decorators is not liable for delays or inability to perform work due to circumstances beyond our control, including but not limited to natural disasters, strikes, supply chain disruptions, or public health emergencies.

15. Privacy Policy

- Any personal information collected during the course of service (e.g., contact details) will be used solely for the purposes of fulfilling our contract and will be handled in accordance with applicable data protection laws.

16. Photography and Marketing Consent

- D&D Decorators reserves the right to take photographs of the work completed at the customer's property before, during, and after the project. These images may be used for marketing purposes, including but not limited to our website, social media, and promotional materials.
- We will ensure that no personal or sensitive information is included in the photographs, and any images featuring identifiable individuals will only be used with their explicit consent. If the customer wishes to opt out of this clause, they must notify us in writing before the commencement of work.

17. Insurance

- D&D Decorators holds full public liability insurance covering accidental damage to property or injury to persons directly caused by our work. Proof of insurance is available upon request.
- This insurance does not cover existing structural issues, poor workmanship by third parties, or defects caused by materials supplied by the client.

18. Access and Parking

- The client must ensure suitable access to the work area for workers, tools, and materials.
- The client is responsible for providing parking where required.
- Any parking fees or fines incurred due to lack of access or parking arrangements will be charged to the client.

19. Late Payment and Warranty Clause

- If payment for the works carried out by D&D Decorators is not made within the agreed payment terms stated on the quotation or invoice, any warranties or guarantees provided for the completed works will be suspended until the outstanding balance is paid in full. Failure to settle the outstanding amount within a reasonable period may result in the warranty being voided. D&D Decorators reserves the right to refuse warranty claims or remedial works where payments remain overdue.

By signing or electronically agreeing to a quote or invoice, the client acknowledges and agrees to these Terms and Conditions.

If you have any questions or concerns, please contact **+447506774092** or dnddecorators@contractor.net