

Ultimate Décor Terms & Conditions



1. Payment Terms

1. Completion Payment

Payment for services is due immediately upon completion and must be made directly to our on-site technician via bank transfer, cash, or debit/credit card.

2. Deposit Requirements

A 25% non-refundable deposit is required to confirm your booking, payable within 48 hours of receiving our invoice. For expedited projects, a 50% deposit may be requested.

3. Extended Project Payment Schedule

For longer projects, a payment schedule will be provided. This helps with budgeting and ensures consistent cash flow for the smooth progress of your project. Our quotation includes all costs related to materials, equipment, labor, and essential project management services.

4. Final Payment

The final balance is due on the last day of the project before our technicians leave the site or prior to collecting any items from our unit.

2. Colour and Material Selection

5. Colour Matching Service

We offer a 99% accurate colour matching service using our specialist paint. Please finalise your colour choice no later than 10 days before the work begins, as slight variations may occur.

6. Physical Colour Swatches

For accurate colour selection, we recommend using a physical swatch, as digital displays can vary.

3. Preparation and Site Requirements

7. Site Access Requirements

Our technicians require access to hot and cold running water, adequate heating, and a functioning on-site toilet.

8. Kitchen and uPVC Surface Preparation

Kitchen doors, drawers, frames, panels, and uPVC surfaces should be degreased and cleaned before our arrival. Handles should be removed. External surfaces should be jet-washed 24 hours in advance.

9. Floor and Area Cleanliness

Floors should be clean, dry, and free of dust and debris, including pet hair, which could interfere with the finish.

10. Object Removal and Floor Protection

Please ensure all personal items, including breakable objects, are removed from the work area. Large immovable items should be centrally placed; we will cover them, but assume no liability for potential damage.



4. Technical Considerations and Overspray

11. Surface Variations

If the base substrate is MDF or chipboard, minor finish variations may occur. We will do our best to ensure a uniform look.

12. Overspray

While we use protective sheeting, overspray may be unavoidable in certain areas such as cabinet frameworks or window frames.

13. Dust Control

Though we implement dust extraction, some residual dust may remain after our work is complete.

14. Masking Tape Usage

Low-tack tape is used to prevent damage, but minor pulls on surrounding paint may occur. Please have matching wall paint available for minor touch-ups if needed. We do not fill any pulls but we are happy to touch in.

5. Client Responsibilities

15. Cleaning and Degreasing

All areas to be painted should be degreased with a suitable cleaner such as Zinsser or Elbow Grease. Unprepared surfaces will incur a £75 hourly cleaning fee.

16. Appliance and Accessory Removal

Appliances near the work area must be relocated, and end/side panels should be accessible. All blinds, curtains, and other window treatments should be removed in advance.

17. Parking Provisions

If parking permits are required, please arrange them for our technicians. Any associated parking costs will be invoiced at the project's end.

6. Limitations and Client Acknowledgements

18. Limited Warranty

While we guarantee workmanship quality, we do not provide a formal guarantee due to various uncontrollable factors. Any issues with paint adhesion or craftsmanship will be rectified by Ultimate Décor at no charge. Repairs for client-caused damages are chargeable. What we do offer is in the unlikely event of any issue arising from our craftsmanship/painting process we will rectify. Damage to paintwork made by a customer we can repair but will be chargeable. Our guarantee is simple, we 100% cover any workmanship faults. Paints are tried and tested and will hold up to normal wear and tear associated with what you'd expect for sprayed painted surfaces. A painted finish will act in the same way as an unpainted finish if treated badly it will show signs of damage. We do not cover accidental damage but are happy to repair it for a small fee should it become damaged. We do not

cover damage caused by abnormal external influences including but not limited to mechanical abrasion, falling objects, damage beyond our control, previous incorrectly applied adhesion primers and top coats by previous painting contractors, misuse, general wear and tear, and chemical or fat spillages. Spillages can normally be removed by patting with a Kitchen roll and then wiping the whole surface with a squeezed lint-free cloth of lukewarm warm watered white lint-free cloth. Please be advised that the yellowing or discolouration of newly applied coatings may occur over time, attributable to the ordinary use of cooking oils, spices, and similar substances in the vicinity. Ultimate Décor strongly advises the regular use of an extractor fan to mitigate such effects. However, it should be noted that despite such precautions, discolouration may persist due to the natural buildup of oil, grease, and spices. By utilising our products and services, you acknowledge and accept this inherent possibility. We accept no liability other than peeling/ flaking or cracking as a paint failure. Our spray-painted surfaces are to be only cleaned with a squeezed lint-free cloth of lukewarm water. We only recommend cleaning with this method as no harsh chemicals are required. Please remember we are only a phone call away if you are unsure or there is damage you must address.



19. Maintenance and Cleaning Recommendations

For maintenance, clean painted surfaces with a damp, lint-free cloth. Over time, slight yellowing or discolouration may occur due to exposure to oils and spices, particularly in kitchen areas.

20. Substrate Movement and Paint Wear

Painted substrates may shift over time, potentially revealing unpainted areas. Remediation is possible but may be chargeable.

7. Disposal, Marketing, and Compliance

21. Waste Management

Ultimate Décor is not a licensed waste carrier. Any project waste will be placed in your waste containers for disposal.

22. Marketing Imagery

We may use images of completed work for marketing purposes. Please notify us if you do not consent.

23. Compliance and Memberships

Ultimate Décor is a member of the Federation of Master Builders and TrustMark, adhering to industry standards and practices.

8. Quote Validity

24. Quote Duration

This quotation is valid for 30 days from the issue date, after which terms may be subject to change.

Contact

For customer service, please reach us at: 02035617617



For more about our reputation, please see our Google reviews.

https://www.google.com/search?q=Ultimate+Decor&stick=H4sIAAAAAAAAAA_-NgU1I1qLBISTNPMjQ3N0g2NbNITLO0MqgwsbQwM0kzM7ZMS0w2NLVMWsTKF5pTkpmBWJKq4JKanF8EACegBYQ6AAAA&hl=en&mat=Ceou7iRhVN_nElyBEKOLabZ5dX_PO_kbJmTriDdfNcspXqpK-o6oV0kX2Yp2qXJVS0bJjS7kXR0rV_S8PpBrQ-Bjb6_Tn CZ5hym4_BdypYTQRq1OAyzESyTuKXHYOJ9bmg&authuser=0

By accepting this quote, you agree to the terms and conditions outlined above.