

TERMS & CONDITIONS

Please read the Company Policy before placing an order. By placing an order you agree to, and are bound by the following terms and conditions:

Quotes & Estimates

Prices may be worked out on a fixed day rate, or calculated individually based on the information a client provides. All quotes include travel expenses, materials and labour and any tax if applicable. Should more material or time be needed to complete the work once we are on site, we will advise you as soon as possible with any additional charges. We will endeavour to check measurements provided by the client before we begin any work.

Any quotation is valid for a maximum period of 30 days from the date sent unless otherwise agreed.

Bookings

A suggested or discussed date and time is not a booking confirmation, and until the client's address has been forwarded and both parties have agreed a suitable date, your booking is not secure and the appointment will not be reserved.

All jobs are booked in on a 'First come, first served' basis, so if you would like to proceed with our services, please let us know as soon as possible so we can discuss a suitable date and confirm a booking.

Outside work is weather dependent as mastic will not adhere to wet surfaces. If it is forecast to be wet on the day outside work is due to be carried out, we will contact the client with as much notice as possible to reschedule. We will not be held responsible for any costs incurred by the client as a result of having to postpone due to the weather.

Our normal working hours are Monday to Friday 08.00 - 17.00. We may be able to arrange bookings outside of these hours or on weekends but these will be charged at a higher rate.

A booking confirmation will assume acceptance of these terms and conditions.

Cancellations

We require at least 24 hours notice if the client wishes to cancel or reschedule a job. Where the client fails to give adequate notice, Kent Mastics reserve the right to charge the full cost of the job plus any materials that have been specially ordered to complete the work. If for any reason you do not wish to go ahead with a booking or need to reschedule it, please advise us as soon as possible to avoid being charged. If we arrive on site and the area has not been properly prepared or cleaned as advised and we are unable to begin work, then we have the right to cancel the booking and the client will be responsible for any charges incurred.

If a booking is cancelled with less than 24 hours notice we will not offer another appointment.

Customer Responsibilities

The client must cooperate with us on all matters relating to the provision of our services. This includes providing access to the premises as required to complete the work, providing us with all relevant information regarding the work, as well as obtaining any necessary licenses or permits for us to be on site. The client will also be responsible for arranging any access equipment necessary for us to carry out the work required. No ladder work will be carried out above the first floor due to a past accident, therefore the client will be responsible for supplying safe access to areas above a 3m height.

If we are unable to access the property/site at the arranged time for a pre-booked job, or we have not been issued with the relevant documentation to be allowed on site, Kent Mastics have the right to charge the client the full cost of the job as quoted or agreed, plus any materials that may have been specially ordered to complete the work.

Areas to be sealed need to be clean, dust free and thoroughly dried before we commence any work, and surfaces need to be smooth. If any dust, water or contaminants are present, or surfaces have not been properly prepared beforehand, the effectiveness of the sealant may be compromised and results could be affected. We have the right to cancel the booking should we find areas are not prepared as advised when we arrive, and charge for any costs incurred. Should we decide to carry out additional work to prepare the surfaces on behalf of the client, this will be done at our discretion and we have the right to charge for any materials we may use and the additional time it takes.

If you have arranged for old sealant to be removed and new sealant to be re-applied, the new sealant may not adhere as effectively as it is impossible to remove all traces of the old mastic, therefore no guarantee will be given in the case of a reseal. The removal of sealant from paintable surfaces will not be possible due to the damage it may cause. Whilst we will take every care whilst removing old sealant, we will not be responsible for any accidental damage that may be caused to existing surfaces.

We will advise prior to commencing any work if we feel that any areas are inadequate to complete the job effectively, however we will not take liability for any defected or uneven mastic or offer to redo work if we have made the client aware of any potential problems but they ask us to proceed anyway.

We only use the highest quality products to give the best possible results, however we are not responsible for manufacturers defects in the material and revisits will be charged for should this occur.

If we are unable to complete the job or have to suspend work because the areas we need to access aren't ready or suitably prepared, we have the right to terminate the contract with immediate effect and any outstanding money owed to us would need to be paid.

If applying sealant to bathroom areas or wet rooms, we can not guarantee how long the sealant will stay mold free. We only use the highest quality, mold-resistant materials however we have no control over the care these areas receive once work is completed or the humidity within these areas, both of which may encourage mold to form.

Payment

Payment is due in 'Cash' on completion of work for non-account holders. Unless otherwise stated on the invoice, all account holders have 30 days to pay the invoice in full. All materials remain property of Kent Mastics until paid for in full and failure to pay on time may result in them being removed from the property/site.