

Chiltern Surface Co. — Terms & Conditions

Last updated: July 2026. Acceptance of a quotation constitutes acceptance of these Terms & Conditions.

1. Quotations

- 1.1 All quotations are valid for 30 days from the date of issue unless otherwise stated.
- 1.2 Quotations are based on a visual inspection of the property and the information available at the time of survey.
- 1.3 Should unforeseen conditions, hidden defects or additional work become apparent once work has commenced, the Company will advise the Customer before carrying out any additional work that may incur further charges.

2. Acceptance

Acceptance of a quotation constitutes acceptance of these Terms & Conditions.

3. Deposits & Bookings

- 3.1 A deposit may be required to secure a booking.
- 3.2 Booking dates are not confirmed until the required deposit has been received.
- 3.3 Deposits will be deducted from the final invoice.
- 3.4 If the Customer cancels or rearranges the booking with at least 48 hours' notice, the deposit may be transferred to a new mutually agreed date.
- 3.5 If less than 48 hours' notice is given, the deposit will normally be forfeited to cover scheduling costs, administration and the loss of the reserved booking slot.
- 3.6 If the Company is unable to carry out the works due to adverse weather, equipment failure or other circumstances beyond its reasonable control, the booking will be rearranged and the deposit will remain valid.

4. Payment

- 4.1 Unless otherwise agreed in writing, payment is due immediately upon completion of the works.
- 4.2 Commercial customers shall pay in accordance with their agreed payment terms.
- 4.3 The Company reserves the right to charge statutory interest and recover reasonable costs incurred in recovering overdue payments.

5. Access & Utilities

- 5.1 The Customer shall provide safe and unrestricted access to all work areas.
- 5.2 The Customer shall provide access to a suitable water supply and electricity where reasonably required.
- 5.3 Delays caused by restricted access, unavailable utilities or circumstances outside the Company's control may result in additional charges or rescheduling.

6. Customer Responsibilities

- 6.1 The Customer is responsible for removing vehicles, garden furniture, ornaments, planters, outdoor electrical items and any other movable possessions from the work area before work begins unless otherwise agreed.
- 6.2 Whilst reasonable care will be taken, the Company cannot accept responsibility for items left within the working area.
- 6.3 The Customer should advise the Company before work begins of any known defects, leaks, fragile surfaces or previous repairs.

7. Weather & Delays

- 7.1 Exterior works are dependent upon suitable weather conditions.

7.2 The Company reserves the right to postpone or suspend works where weather conditions or site conditions make it unsafe or impractical to proceed.

7.3 Every effort will be made to rearrange the works at the earliest mutually convenient opportunity.

8. Existing Surface Condition

8.1 Cleaning may reveal defects, repairs or deterioration that were previously concealed by dirt, moss, algae, lichen or staining.

8.2 The Company cannot accept responsibility for damage resulting from pre-existing deterioration, poor installation, defective materials, previous repairs or general wear and tear.

9. Pressure Washing & Specialist Cleaning

9.1 Professional cleaning may expose loose pointing, cracked mortar, damaged render, loose paint, worn jointing, unstable paving or other pre-existing defects.

9.2 While every reasonable care is taken, the Company cannot accept responsibility for deterioration caused by the existing condition of the surface.

10. Roof Cleaning

10.1 Roof cleaning is carried out using methods appropriate to the roof type and condition.

10.2 Due to the age and condition of many roofing materials, the Company cannot accept responsibility for failures arising from pre-existing defects, deteriorated mortar, cracked tiles, defective flashings, fragile ridges or previous repairs.

11. Repairs

Where minor repairs are carried out as part of the agreed works, the Company cannot guarantee an exact colour or appearance match between existing and replacement materials.

12. Treatments, Sealers & Protective Coatings

12.1 Professional treatments, biocides and protective coatings are designed to inhibit future biological growth and improve the longevity of exterior surfaces.

12.2 The effectiveness and lifespan of treatments depend upon environmental conditions including shade, moisture, drainage, weather exposure, surrounding vegetation and general maintenance.

12.3 No treatment can permanently prevent the future return of moss, algae, lichen, black spot or other organic growth.

13. Stain Removal & Restoration

13.1 Whilst every effort will be made to achieve the best possible results, complete removal of all staining cannot be guaranteed.

13.2 Permanent staining, including but not limited to rust, oil, paint, tannins, efflorescence and deep-set contaminants, may remain visible after treatment.

13.3 Cleaning and restoration cannot reverse natural ageing, weathering or structural deterioration.

14. Colour & Appearance

Cleaning may alter the appearance of exterior surfaces. Variations in colour, texture and finish may become apparent following cleaning due to weathering, previous repairs, natural ageing or differences in the underlying materials.

15. Drying & Curing

Where sealers, coatings or treatments are applied, drying and curing times are dependent upon weather conditions.

Customers must follow all aftercare guidance provided by the Company.

The Company accepts no liability for damage caused by use of the treated surface before it has fully cured.

16. Drainage

Reasonable steps will be taken to remove debris generated during the works.

The Company cannot be held responsible for defects, blockages or failures within existing drainage systems or underground pipework.

17. Results

The Company undertakes to carry out all works with reasonable skill and care using professional equipment, products and techniques.

However, due to the varying age, condition and composition of exterior surfaces, no guarantee is given that every stain, mark or defect can be completely removed or that treated surfaces will be restored to an "as new" condition.

18. Guarantees

Any guarantee or warranty offered by the Company applies only to the specific service described within the quotation and is subject to the treated surface not being altered, damaged or treated by any third party following completion.

Guarantees do not apply where contamination or deterioration results from environmental conditions, flooding, structural defects, building works, accidental damage or a lack of ongoing maintenance.

19. Photography

The Company may take photographs of the property before, during and after the works for quality control, record-keeping, insurance and evidential purposes.

Use of any photographs for marketing or promotional purposes is subject to the Customer's separate consent.

20. Limitation of Liability

20.1 The Company's total liability arising from the works shall not exceed the total value of the accepted quotation, except where liability cannot legally be limited or excluded.

20.2 Nothing within these Terms & Conditions excludes liability for death or personal injury caused by negligence, fraud or any other liability that cannot legally be excluded under the laws of England and Wales.

21. Complaints

Any concerns regarding the completed works should be reported within 7 days of completion.

The Company shall be given a reasonable opportunity to inspect and, where appropriate, rectify any issue before another contractor is instructed or any claim is pursued.

22. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any dispute arising in connection with these Terms & Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.