

# Terms & Conditions

## 1. General

**1.1** These Terms & Conditions ("T&C") apply to all services provided by [Visionary Renovations Ltd ] ("the Company") to the customer ("the Client").

**1.2** By accepting a quotation or making a payment, the Client agrees to these T&C.

**1.3** The Company reserves the right to update these T&C at any time.

## 2. Quotations & Pricing

**2.1** All quotations are valid for 30 days from the date issued.

**2.2** Prices may be subject to change if unforeseen circumstances arise (e.g., additional work required due to hidden defects). Any changes will be discussed with the Client before proceeding.

## 3. Payment Terms

**3.1** A 50% deposit is required at the beginning of the job before work commences.

**3.2** The remaining 50% is due upon completion of the work.

**3.3** Payments must be made via [accepted payment methods, e.g., bank transfer, cash, card].

**3.4** Late payments may be subject to additional charges or interest at 2% per day.

## 4. Work Schedule & Delays

**4.1** The Company will endeavor to complete the work within the agreed timeframe, but delays may occur due to unforeseen circumstances (e.g., weather conditions, supply chain issues).

**4.2** The Company will keep the Client informed of any delays and revised completion dates.

## 5. Client Responsibilities

**5.1** The Client must ensure that the work area is clear and accessible before work begins.

**5.2** Any existing plumbing, electrical, or structural issues that are not disclosed beforehand may result in additional costs.

## 6. Warranty

**6.1** The Company provides the following warranties:

- 1-year warranty on labour.
- 2-year warranty on bathroom furniture.
- 3-year warranty on showers, taps, towel rails, and similar fixtures.

**6.2** Warranty covers defects in workmanship or materials but does not cover:

- Damage caused by misuse, neglect, or improper maintenance.
- General wear and tear.
- Third-party work affecting the installation.

## 7. Cancellations & Refunds

**7.1** If the Client cancels after paying the deposit but before work begins, a cancellation fee of 25% may apply.

**7.2** If cancellation occurs after work has started, the Client is responsible for the cost of materials and labour up to that point.

**7.3** Refunds are at the Company's discretion and assessed on a case-by-case basis.

## 8. Liability & Insurance

**8.1** The Company holds necessary insurance for its work.

**8.2** The Company is not liable for pre-existing issues, accidental damage outside of its control, or indirect losses suffered by the Client.

## 9. Complaints & Dispute Resolution

**9.1** If the Client is dissatisfied with any aspect of the service, they should raise the issue in writing within 7 days of completion.

**9.2** The Company will attempt to resolve disputes amicably. If unresolved, disputes may be referred to mediation or legal proceedings.

## 10. Governing Law

**10.1** These T&C are governed by the laws of United Kingdom.