Ashford Solutions Group
PROPRIETOR PAUL REYNOLDS

TERMS & CONDITIONS

Residential property works

Plastering, rendering, painting & decorating, tiling and general property repairs & maintenance.

> **Payment term:** Cleared final payment within **3 calendar days** of completion and receipt of the final invoice, whichever is later. **Longer rendering projects:** stage payments apply only if agreed in the quotation.

Trading name: Paul Reynolds trading as Ashford Solutions Group
Business/trading address: 51 Lower Denmark Road, Ashford, TN23 7SX
Telephone: 07886 919376 **Email:** ashfordsolutionsgroup@gmail.com
Version: 3 November 2026

1. Agreement and scope

1.1. These terms apply to quotations and work undertaken by Paul Reynolds trading as Ashford Solutions Group ("we", "us") for domestic and, where appropriate, commercial customers ("you"). Services may include plastering, skimming, rendering, painting and decorating, wall and floor tiling, and agreed general property repairs and maintenance.

1.2. Your contract consists of the accepted written quotation, any agreed written variations and these terms. If the quotation expressly differs from these terms, the quotation takes precedence for that matter, except where the law requires otherwise.

1.3. We will provide these terms before you accept the quotation. You may accept a quotation in writing, including by email or message. An accepted quotation confirms the work and price agreed; it does not remove any statutory cancellation right.

1.4. Where the law requires information on cancellation rights or an early-start request, the separate applicable customer notice and form must also be supplied or completed.

2. Quotations, prices and exclusions

2.1. Written fixed quotations are normally valid for 30 calendar days unless a different period is stated. The quotation describes the agreed areas, works, materials, preparation, finish and price. An estimate will be identified as such, with the basis for calculating the final price.

2.2. Prices include only the work and materials expressly identified in the quotation. Unless expressly included, the following may be excluded: structural repairs, damp investigation or remediation, hidden substrate repairs, painting after plastering, skip hire, waste removal, scaffolding, access towers and specialist equipment.

2.3. The quotation will state any applicable VAT and whether it is included in the total price. We will not add unagreed charges to a fixed quotation.

2.4. If a condition not reasonably visible at quotation is uncovered, we will explain its effect and any proposed extra work or cost. We will obtain your agreement in writing before proceeding with chargeable additional work.

3. Deposits, invoices and payment

3.1. A deposit may be requested if materials must be ordered or a booking secured. Its amount and purpose will be set out in the quotation; deposits are not automatically non-refundable.

3.2. For longer work, including rendering projects expected to last more than seven calendar days, agreed interim or staged payments may apply. All milestone descriptions, sums and due dates will be written into the quotation or an agreed payment schedule before work begins.

3.3. Unless otherwise agreed in writing, final payment must be received as **cleared funds within three (3) calendar days** after the later of (a) completion of the agreed works and (b) your receipt of the final invoice. Calendar days include Saturdays, Sundays and bank holidays.

3.4. Payment is by bank transfer or another method agreed in advance. Please use the invoice reference. Any concerns about incomplete or defective work should be raised promptly so we can investigate; your statutory rights are unaffected.

3.5. Where an invoice is genuinely disputed, both parties will work reasonably to resolve it. Any undisputed amount remains payable in accordance with the agreed payment terms, without prejudicing your legal rights.

3.6. If an undisputed payment is overdue, we may issue reminders and, on an ongoing project, suspend further work after reasonable written notice where lawful and proportionate.

3.7. For qualifying business-to-business debts only, we may claim statutory interest and recovery costs where permitted by law. This does not apply as an automatic consumer late-payment charge.

4. Variations and additional work

4.1. Customer-requested changes to areas, finishes, specifications or programme may change the price and timeframe. We will confirm any impact in writing before carrying out the changed work.

4.2. Additional work is not included unless separately authorised. A written message or signed variation form may be used to record the amended scope, price and timing.

4.3. If urgent measures are needed to make an area safe, we will explain the situation and seek agreement wherever practicable. Any further chargeable work remains subject to agreement and applicable law.

5. Existing surfaces and hidden defects

5.1. Our price assumes that the surfaces and structures described in the quotation are suitable for the specified work, subject to any preparation expressly included.

5.2. Hidden or existing problems may include hollow or loose plaster, failed render, damp, mould, salt contamination, cracks, rotten or damaged timber, unstable backgrounds, defective substrates or movement in walls or floors.

5.3. Where we reasonably identify such problems, we will notify you, explain possible consequences and identify any recommended investigation, preparation or repair. Work and additional charges will not proceed without agreement, except reasonable immediate safety measures where necessary.

5.4. A new finish will not necessarily resolve the underlying cause of damp, water ingress, movement or structural deterioration. Responsibility for defects arising solely from those independent causes is not accepted, but we remain responsible for failures caused by our own lack of reasonable care and skill.

6. Rendering, weather, drying and curing

6.1. External rendering, coatings and related preparation depend on suitable weather, temperatures, surface conditions, drying and curing periods, and the manufacturer's recommendations.

6.2. Work may need to be postponed, paused or rescheduled during or in anticipation of rain, frost, freezing conditions, excessive heat, strong wind, prolonged dampness or other conditions that could affect safety, application, adhesion, finish or curing.

6.3. We will take reasonable steps to monitor conditions, protect newly applied work and minimise avoidable delays. We will notify you of material schedule changes and provide revised dates when reasonably possible; a weather-dependent programme is an estimate rather than a guarantee.

6.4. There is **no extra charge solely because work is delayed by weather**. If an extended delay gives rise to foreseeable third-party costs, such as additional scaffold hire, we will explain these and seek your agreement before they are incurred or charged.

6.5. You should follow any written aftercare, ventilation, protection and drying advice provided. Do not paint, cover, fix to or pressure-wash newly applied surfaces until suitable curing has occurred. This clause does not exclude responsibility for defective materials or workmanship.

7. Scaffolding, access and site arrangements

7.1. The quotation will specify whether scaffolding, access towers, permits, parking suspensions, protective sheeting, waste containers or other specialist arrangements are included and who is responsible for arranging them.

7.2. You will provide safe and reasonable access during agreed working hours and advise of known restrictions, property hazards, shared access arrangements, parking limits or neighbouring property issues.

7.3. Please clear valuables, fragile items and movable furniture from the work area where reasonably practicable, unless we have agreed to move or protect them. Keep children, visitors and pets away from active work zones.

7.4. Access to reasonably available water, electricity and toilet facilities will be agreed before work begins. If access is unavailable or the property is unsafe, we will discuss how the programme may be affected.

7.5. Where your failure to provide agreed access causes avoidable delay or additional demonstrable cost, we will discuss reasonable arrangements and any proposed charge with you before it is incurred.

8. Materials, workmanship and specialist work

8.1. We will perform the services with reasonable care and skill, using materials and methods appropriate to the agreed specification. Materials we supply must meet applicable consumer-law standards.

8.2. Where you supply tiles, paint or other materials, please ensure correct quantities and suitability. We will use reasonable care and warn you if we identify an apparent problem, but are not responsible for inherent defects in those products which reasonable care could not detect.

8.3. If specified materials become unavailable, we will seek your approval for any reasonable alternative and confirm any price or finish differences before substitution.

8.4. We will not undertake gas, electrical, asbestos removal or other regulated specialist work unless legally qualified and expressly contracted to do so. We may use competent subcontractors where appropriate, remaining responsible for the services we have contracted to provide.

9. Timescales and delays

9.1. We will agree an intended start date and estimated duration where practicable. Small domestic jobs are usually completed within days; longer rendering or multi-trade work may require a phased programme.

9.2. Unforeseen defects, weather, supply problems, access issues and authorised variations may affect the programme. We will act reasonably to manage delays, keep you informed and work to an agreed revised schedule.

9.3. Where no completion date has been agreed, work will be completed within a reasonable time. Nothing in these terms removes any remedy available to you for an unreasonable delay caused by our breach of contract.

10. Protection, cleaning and waste

10.1. We will take reasonable precautions to protect property and neighbouring finishes. Plastering, sanding and removal work may generate dust and debris; we will take reasonable steps to contain these and minimise inconvenience.

10.2. We will leave work areas reasonably tidy on completion. Disposal of rubble, removed tiles, hazardous waste or substantial site waste is included only if stated in the quotation.

10.3. Where waste removal is included, it will be arranged in compliance with applicable waste rules. Where hazardous materials, including suspected asbestos, are encountered, affected work will stop pending appropriate assessment and lawful arrangements.

11. Cancellation and postponement

11.1. Where a consumer has a statutory right to cancel a qualifying off-premises or distance contract, that right and the relevant notice requirements take precedence over our standard cancellation arrangements.

11.2. Where applicable, the statutory cancellation period for a service contract is normally 14 days after the day the contract is made. If you ask us to begin during that period, a separate express request and acknowledgement may be required. We will provide the applicable cancellation information and form as required by law.

11.3. For cancellations not covered by a statutory cooling-off right, we may recover reasonable, evidenced losses directly caused by cancellation, including properly committed material costs or work carried out, taking account of costs saved and reasonable efforts to reduce loss. Any deposit is credited against such sums and any excess refunded.

11.4. Please request postponements as early as practicable. We will aim to agree a revised start date. If we cannot perform the contract, we will notify you promptly and provide refunds as legally required, without limiting other applicable remedies.

12. Completion, aftercare and complaints

12.1. We will let you know when the agreed work is complete and provide any relevant drying, curing, ventilation, cleaning or maintenance instructions.

12.2. Please tell us promptly of concerns or defects, giving a description and photographs where helpful. We will acknowledge complaints within five working days where reasonably practicable and aim to investigate and respond fairly within a reasonable period.

12.3. Where work does not comply with contract or law, we will provide an appropriate remedy. Depending on the circumstances this can include repeat performance or a price reduction under the Consumer Rights Act 2015.

12.4. Ordinary wear, misuse, accidental damage, subsequent unrelated work or existing independent structural defects may affect a finish. This does not limit any claim where we caused the problem by defective work or negligence.

13. Liability, safety and legal rights

13.1. We are responsible for loss or damage caused by our negligence, breach of contract or other legal responsibility in accordance with law. Please report suspected damage promptly so it can be investigated.

13.2. Nothing in this agreement excludes or restricts liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot legally be excluded.

13.3. Nothing in these terms restricts your statutory rights under the Consumer Rights Act 2015 or other applicable consumer legislation. These terms are governed by the laws of England and Wales, subject to any mandatory law that applies.