

# M&A Carpentry Contractors – Domestic Works Terms & Conditions

Last updated: 13/01/2026

## 1. Definitions

"Company" refers to M&A Carpentry Contractors.

"Customer" refers to the person or entity entering into an agreement for works with the Company.

"Works" refers to the carpentry and related services to be carried out as detailed in the accepted quotation.

## 2. Quotation & Validity

2.1 All quotations issued by the Company are valid for **30 days** from the date shown on the quotation.

2.2 After 30 days, the Company reserves the right to revise the quotation to reflect changes in material costs, labour rates, or availability.

## 3. Acceptance of Quotation & Formation of Contract

3.1 A contract is formed when the Customer provides written confirmation (email or signed acceptance) agreeing to proceed with the Works. 3.2 Any amendments requested by the Customer after acceptance may require a revised quotation. 3.3 The Company reserves the right to refuse work where necessary due to safety, access, or other reasonable concerns.

## 4. Payments

4.1 Upon acceptance of the Works, the Customer agrees to pay:

- **30% deposit** prior to commencement of the Works; and
- **If the duration of the job exceeds 7 working days we will require a weekly drawdown for works completed.**
- The remaining **70% upon completion** of the Works.

4.2 The deposit is required to secure labour time and purchase materials. Works will not be scheduled or materials ordered until the deposit is received. 4.3 All invoices are payable within **7 days** of issue unless otherwise agreed in writing. 4.4 Late payments may incur interest at the statutory rate applicable under the Late Payment of Commercial Debts legislation.

## 5. Customer Obligations

5.1 The Customer must ensure reasonable access to the property for the Company to carry out the Works.

5.2 The Customer must inform the Company of any relevant structural issues, hazards, or restrictions that may affect the Works. 5.3 The Customer must obtain any necessary permissions, approvals, or consents (including planning permissions or building control approvals) unless otherwise agreed.

## **6. Company Obligations**

6.1 The Company will carry out the Works with reasonable skill, care, and in accordance with statutory requirements and industry standards. 6.2 The Company will take reasonable care to minimise disruption and protect the Customer's property but cannot be held liable for unavoidable mess or disturbance. 6.3 Timeframes given for completion are estimates. The Company is not liable for delays due to factors beyond its control (weather, supply issues, sickness, etc.).

## **7. Variations & Additional Works**

7.1 Any additional works requested by the Customer that are not included in the original quotation will be charged at agreed rates or via an updated quotation. 7.2 Any unforeseen issues discovered once the Works commence (e.g., structural defects, hidden damage, unsafe electrical systems) may require additional work and cost.

## **8. Materials & Specifications**

8.1 All materials used will be as specified in the quotation or of equivalent quality.

8.2 If specific materials requested by the Customer are unavailable, the Company will offer suitable alternatives.

## **9. Cancellation**

9.1 If the Customer cancels the Works after paying the deposit but before commencement, the Company reserves the right to retain ~~some~~ or all of the deposit to cover costs incurred. 9.2 If the Company cancels the Works, the Customer will receive a full refund of any money paid.

## **10. Completion & Snagging**

10.1 The Works will be deemed complete when the Company reasonably determines that the contracted Works have been finished. 10.2 A snagging list may be agreed between the Company and the Customer, and the Company will rectify reasonable issues within an agreed timeframe.

## **11. Warranty & Liability**

11.1 The Company provides a **12-month workmanship warranty** unless otherwise stated. This does not cover:

- Damage caused by misuse, neglect, or lack of maintenance;
- Natural wear and tear;
- Issues arising from materials supplied by the Customer.

11.2 The Company's liability is limited to the value of the contract. The Company is not liable for indirect or consequential losses.

## **12. Waste Removal**

12.1 Unless stated in the quotation, disposal of waste materials is not included. The Customer may request waste removal at an additional cost.

## **13. Privacy & Data Protection**

13.1 The Company will only use the Customer's personal information to supply the Works and administer the contract.

## **14. Governing Law**

14.1 These Terms & Conditions are governed by the laws of England and Wales.