

Terms & Conditions

That Paint Guy – Painting & Decorating Services

9 Courtland Close, Worcester, WR3 7RB

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These Terms and Conditions apply to all quotations, contracts and services provided by That Paint Guy. By accepting a quotation or instructing us to commence work, you agree to be bound by them.

1. Definitions and Interpretation

In these Terms and Conditions the following words have the following meanings:

“Contractor”, “we”, “us” or “our” refers to That Paint Guy, a sole trader carrying on business as a painter and decorator, whose registered address is 9 Courtland Close, Worcester, WR3 7RB.

“Client”, “you” or “your” refers to the person, company or organisation that instructs us to carry out work and/or accepts a quotation.

“Work” refers to the painting, decorating, preparation, restoration and related services described in the quotation or agreed in writing.

“Quotation” refers to the written estimate of cost and scope issued by the Contractor and accepted by the Client.

“Variation” refers to any change to the scope, specification or timing of the Work requested after a quotation has been accepted.

2. Quotations and Acceptance

All quotations are valid for 30 days from the date of issue unless otherwise stated in writing.

Quotations are based on a visual inspection of the property and on the information provided by the Client at the time of quoting. We cannot be held liable for costs arising from conditions that could not reasonably have been foreseen at that inspection, such as hidden damage, unstable substrates, damp, or lead-based paint discovered once work has begun.

A quotation is not a structural survey or a builder’s report. Where we suspect underlying defects we will advise the Client to obtain an appropriate specialist assessment before work proceeds.

Acceptance of a quotation — whether in writing, by email, by text message, verbally, or by instructing us to commence work — constitutes acceptance of these Terms and Conditions and forms a binding contract between the Client and the Contractor.

3. Scope of Work and Variations

The Work will be carried out as described in the accepted quotation or agreed specification, using reasonable skill, care and materials appropriate to the task.

Any Variation requested by the Client must be agreed in writing before the additional work is undertaken, and may incur additional charges. We will not proceed with extra work without the Client’s written agreement.

We reserve the right to amend methods, materials or timings where reasonably necessary to achieve a sound and professional result, and will notify the Client of any such change.

4. Materials and Colours

Unless otherwise stated in the quotation, the cost of all materials is included in the price.

The Client must approve all colour choices, finishes and product selections before work begins. Colour cards and sample pots are recommended where the Client is uncertain, as colours can appear different under varying light conditions and on different surfaces.

Once a colour has been approved and applied, the Contractor is not liable for dissatisfaction with that approved choice. Repainting to a different colour will be charged as a Variation.

Where the Client supplies their own materials, the Contractor is not responsible for defects in finish or durability arising from those materials, and no guarantee is offered on Client-supplied products.

5. Access, Preparation and Site Conditions

The Client must provide safe and reasonable access to the property and to the specific areas where work is to be carried out, during the agreed working hours.

The Client is responsible for removing fragile, valuable or personal items — including pictures, ornaments, curtains, blinds and small furniture — from the work area before we arrive, unless it has been agreed in writing that we will move them. We are not liable for damage to or loss of items left in the work area.

Large or heavy furniture may be moved and protected with dust sheets by arrangement, but the Client should confirm this in advance. We are not liable for damage to aged, fragile or already-damaged items that are moved at the Client's request.

Utilities such as electricity and water must be available where required for the Work, and the Client must provide adequate parking for our vehicle close to the property where possible.

While every care is taken to protect floors, furnishings and adjacent surfaces, the Client acknowledges that minor dust and disruption are an unavoidable part of decorating work.

6. Deposits and Payment

A deposit may be required to secure a booking and to cover the cost of materials. The deposit amount will be stated in the quotation and is payable within 72 hours of confirming the start date; otherwise the reserved dates may be released to other clients.

For projects expected to exceed five working days, stage payments may apply. A typical structure is a deposit to secure the booking, an interim payment during the project, and the final balance upon completion. Any stage-payment schedule will be confirmed in the quotation before work begins.

The final balance is payable within 7 calendar days of completion of the Work, unless otherwise agreed in writing.

Payment may be made by bank transfer or cash. Cheques are not accepted unless previously agreed.

Materials supplied remain the property of the Contractor until full payment has been received.

7. Late Payment

Overdue balances may incur interest at the rate of 8% per annum above the Bank of England base rate, together with any reasonable debt-recovery costs, in accordance with applicable late-payment legislation.

If agreed stage payments are not made, we reserve the right to suspend work until payment is received, and any resulting delay will not be deemed the Contractor's fault.

8. Scheduling, Delays and Cancellations

Start dates are agreed based on our current workload and project schedule, and are approximate rather than guaranteed. We will keep the Client informed of any change to the planned start.

We are not liable for delays caused by factors beyond our control, including but not limited to adverse weather, illness, material shortages, delays caused by other trades, or access problems at the property.

If a confirmed project is cancelled or postponed by the Client within 7 days of the agreed start date, the deposit may be retained to cover lost scheduling and any materials already ordered. Cancellations more than 7 days before the start date may receive a refund of the deposit, less any non-refundable materials or costs already incurred.

If the Contractor cancels a confirmed booking for any reason other than the Client's breach, any deposit paid will be refunded in full.

9. Health and Safety

We comply with all relevant health and safety regulations, including the Control of Substances Hazardous to Health (COSHH) Regulations, and carry out our work in a safe and responsible manner.

The Client must inform us, before work begins, of any known hazards at the property — including asbestos, lead-based paint, faulty wiring, gas leaks, or structural weaknesses — so that appropriate precautions can be taken.

We will not knowingly work on surfaces containing hazardous materials without first agreeing a safe method of doing so with the Client.

10. Insurance and Liability

The Contractor holds public liability insurance. A copy of the current certificate of insurance is available on request and can be viewed on this website.

Our liability for damage to the Client's property is limited to the cost of the Work under the relevant contract, save where loss is caused by our negligence.

We shall not be liable for any indirect or consequential loss or damage, or for any loss of business, loss of profit or loss of use, howsoever arising.

The Client is responsible for ensuring their own contents and buildings insurance covers the property and its contents while work is being carried out.

11. Quality and Guarantee

All Work is carried out to a professional standard with reasonable care and skill, in line with normal trade practice for painting and decorating.

Any defect in the Work must be reported to us in writing within 14 days of completion. Genuine defects attributable to our workmanship or materials will be rectified free of charge within a reasonable timeframe.

This guarantee does not cover wear and tear, accidental damage, misuse, moisture or damp ingress, structural movement, or defects arising from surfaces or materials not prepared or supplied by us.

The guarantee period is 12 months from the date of completion.

12. Data Protection

We hold and use personal information provided by the Client — such as name, address, telephone number and email — only for the purpose of providing quotations, carrying out the Work, and corresponding about the project.

We do not share Client information with third parties except where necessary to fulfil the contract (for example, ordering materials) or where required by law.

Personal data is retained only for as long as reasonably necessary and is handled in accordance with the Data Protection Act 2018 and UK GDPR.

13. Complaints

We aim to resolve any concern promptly and fairly. If you are unhappy with any aspect of the Work, please contact us in the first instance at thatpaintguy@hotmail.com or on 07497 790288 so that we can put it right.

If a complaint cannot be resolved through discussion, the matter may be referred to the relevant trading standards service or, where applicable, to alternative dispute resolution.

14. Force Majeure

Neither party shall be liable for failure or delay in performing their obligations where that failure or delay is caused by circumstances beyond their reasonable control, including but not limited to severe weather, fire, flood, pandemic, industrial action, or shortages of materials or labour.

15. Governing Law and Jurisdiction

These Terms and Conditions, and any contract formed under them, are governed by the laws of England and Wales.

Any dispute arising out of or in connection with them shall be subject to the exclusive jurisdiction of the courts of England and Wales.

That Paint Guy is a sole trader. These Terms and Conditions were last updated on 16 September 2026.