

Our Terms and Conditions:

1. Quoted prices valid for 28 days from quotation.
2. Payment must be made on completion of the work or within 7 days to be made by cheque (made payable to Shakespeare Carpentry), bank transfer (details on invoice) or cash. Should payments not be received within the 7 days the company may charge interest at the rate of 3% per annum over the bank of England Bank Rate.
3. Workmanship is guaranteed for 12 months from the date of completion. Any alterations or damage to the work completed by the customer and other trades may invalidate the workmanship guarantee and may incur a call out charge if we are requested to re-visit the work. This does not affect the customer's rights to seek a remedy under the Consumer Rights Act should the fault not be affected by the alteration or damage.
4. Should a customer purchase materials for work to be carried out, it is their responsibility that the materials are purchased are of adequate quality and fit for the purpose. All materials must be ready for the start of any work carried out by the company, if delays occur due to materials not being present on the work date, we reserve the right to charge an additional £30 per hour whilst the materials are being sourced or cancel the job altogether with a call out fee of £50 to be paid. If materials such as flooring and doors are purchased by the customer, they should follow the manufacturer's instructions about acclimatisation. Should this not happen the company has the right to withdraw from the job with a call out fee of £50 payable or continue with the work at the customer's request without the 12 month guarantee.
5. Should the customer be unsure or need further advice of the suitability of materials please contact us for clarification and free advice prior to the work being undertaken.
6. Shakespeare Carpentry are licensed waste carriers and dispose of all waste correctly therefore waste removal is available at an additional cost (this does not include waste from supplied materials).
7. Materials come unfinished unless otherwise stated that they come painted, stained or treated.
8. Quoted prices are only valid on weekdays and exclude weekends and bank holidays where there would be an additional charge.
9. Shakespeare Carpentry has the right to take images of any work undertaken but will only publish images with customer's consent.
10. A deposit may be requested for any job requiring materials of more than £300.00.
11. All materials supplied by Shakespeare carpentry remain ours until final payments have been received by us.
12. Any payments made by cash must be paid at the correct amount as we do not carry change.