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Tel: 0800 669 6090

## Terms and Conditions of Oakley Improvements Ltd

These terms and conditions govern the agreement between Oakley Improvements Ltd ("the Company") and the customer ("the Client"). By engaging the Company's services, the Client agrees to the following:

### Provision of Services

The Company will carry out all work to a professional standard in accordance with industry regulations and best practices. Work will be completed as outlined in the agreed quotation or contract. Any concerns regarding the work must be raised in writing within seven days of completion.

### Quotations and Pricing

All quotations provided by the Company are valid for 14 days from the date of issue unless otherwise stated. The quoted price is based on the information provided at the time and is subject to change if unforeseen issues arise or if the scope of work changes. Any additional work or changes requested by the Client will result in a revised quotation, which must be approved by the Client before the work proceeds.

### Deposit and Advance Payments

A deposit payment is required upon confirmation of the order. All deposits are strictly non-refundable, as they cover the Company's initial administrative, scheduling, labour allocation, material preparation, and access-related costs.

Where scaffolding, access equipment, surveys, or preparatory works have been booked, arranged, or carried out—whether directly by the Company or through third-party contractors—the deposit contributes toward these costs. This applies even if the Client cancels the work, the scope of works changes, or the Client delays the project for any reason.

By paying the deposit, the Client acknowledges and agrees that these upfront costs are incurred immediately and cannot be reclaimed by the Company.

### Payment Terms

Full payment is due upon completion of the work unless otherwise agreed in writing. Scaffolding or equipment will not be removed, and insurance-backed guarantees will not be issued until the final payment has been received in full. Any late payments may incur additional charges.

### Timetable for Works

Installation dates will be agreed upon once the deposit has been received and the order confirmed. Typically, installations take one to two days to complete, although this may vary depending on the scope of the project. The Company will notify the Client in advance of any changes to the schedule.

### Scaffolding and Site Equipment

The Client is responsible for the costs associated with scaffolding or any necessary site equipment, including in the event of cancellation, postponement, or changes requested by the Client after booking.

Once scaffolding has been allocated, scheduled, delivered, or erected—either partly or fully—the costs become chargeable in full. These charges are covered by the non-refundable deposit unless the cost exceeds the deposit amount, in which case any balance will be invoiced to the Client. Scaffolding will not be removed until the final payment has been made in full.

### Health and Safety

The Company will take all necessary precautions to ensure a safe working environment for its employees and the Client's property. The Client must inform the Company of any known hazards or risks on the property prior to the commencement of work.

### Spray Foam Removal

For spray foam removal, the Company will remove the bulk of the material. However, the Company cannot guarantee the complete removal of all foam residue, and minor traces may remain after completion. The work will be completed to a standard suitable for lending or sale purposes.



### Planning Permission and Building Control

If the property is a listed building or located within a conservation area, planning permission may be required. The Company will not process the planning application on the Client's behalf unless otherwise agreed. The Company will also not complete or submit a Building Notice application to the local authority's building control service on the Client's behalf unless otherwise agreed. Any fees associated with planning permission and building control services are at the cost of the Client, unless otherwise agreed.

### Building Control and Client Responsibility

It is the Client's responsibility to notify the Company if their property requires planning permission or falls under conservation rules. Any retrospective planning permissions or additional building control inspections are the Client's responsibility. The Company will not be liable for delays or additional costs resulting from the Client's failure to arrange planning permission or building control approvals.

### Changes and Additional Works

If the Client requests changes to the scope of the work, if, during the works, the Company identifies additional issues, hidden defects, or unforeseen circumstances that were not visible or reasonably identifiable during the initial inspection, all works will be paused immediately. The Company will, take clear photographic and/or video evidence of the issue, provide a written explanation outlining the implications of the newly discovered problem, evaluate the safest and most effective method of rectifying the issue and provide the Client with a revised quotation before any further work continues.

The Company will not continue with the originally agreed works if doing so would fail to resolve the Client's problem, compromise the quality of the installation, create future defects, or damage the Company's professional reputation. No additional works will be carried out without the Client's approval in writing.

### After-Sales Support and Maintenance

The Company offers after-sales support during normal business hours. The Client can contact the Company at 0800 669 6090 or via email for any inquiries or requests related to the work carried out.

### Insurance and Guarantees

The Company provides guarantees on the work performed, subject to full payment being received. These guarantees are only valid for the agreed scope of work and do not cover issues caused by external factors, misuse, or third-party interference. The Company holds public liability insurance for the protection of both its workers and the property.

### Delays and Force Majeure

The Company will make every effort to complete the work within the agreed timeframe. However, the Company cannot be held liable for delays caused by circumstances beyond its control, such as adverse weather, supply chain disruptions, or unforeseen site conditions.

### Data Protection

Oakley Improvements Ltd is committed to protecting the Client's personal information. The Company will handle all personal data in accordance with the most recent data protection legislation. The Company will not share personal data with any third party, except within its group of companies, without prior consent from the Client.

### Dispute Resolution

If any disputes arise, the Client must notify the Company in writing. The Company and the Client agree to attempt to resolve any disputes through mediation before resorting to legal action. If the dispute cannot be resolved, it will be subject to the laws of England and Wales.

### Acceptance of Terms

By engaging the Company's services, the Client confirms that agree to these terms and conditions. These terms may be amended by the Company at any time.

Director Signature: *Lewis Gamble*

Oakley Improvements Ltd, Limosa House, 22 Strand Street, Poole, Dorset, BH15 1SB

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