

Terms and Conditions

By working with the company, the client is agreeing to the terms and conditions outlined below. In addition, when using these services, the client shall be subject to any posted guidelines or rules applicable to such services. Any participation in this service will establish acceptance of this agreement. Please read the terms carefully and contact us if you have any questions.

Definitions:

The Company- EJS Floor Solutions.

The Client- The person/ organisation using the service.

Project- The work being carried out by the company as stated on the quotation/invoice.

1. General

- 1a) Clients must ensure that any special requirements for the project to be carried out are adhered to. Special requirements for the project being carried out are found on the relevant invoice.
- 1b) A preparation guide and a preparation statement is sent out with the quotation document to each new project enquiry. The client must fulfil any preparation necessary before the company carry out the agreed work.
- 1c) The company reserve the right to charge for any additional work that is implemented outside of the original invoice provided.
- 1d) The company reserve the right to charge for any additional material required to complete the work outside the original invoice provided.
- 1e) The company reserve the right to charge for any excessive preparation works carried out by the company in result of the preparation guide not being followed by the client.
- 1f) The client must make sure the site is accessible to accommodate a small trailer pump with the ability of a ready-mix truck being able to discharge from a standing point no more than 90 linier metres.
- 1g) Terms of contract are found on both the quotation and invoice documentation. By working with the company, the client is agreeing to the contact terms.

2. Any disclaimers

- 2a) The preparation guide and statement are provided to each new project enquiry; the company cannot be held accountable for work resulting in the preparation not being carried out by the client.
- 2b) The company are not responsible for the existing sub-straight in the sites and its effects on the screeding.

3. Ownership of information

- 4a) The website and media, and all their original content are the sole property of the company.
- 4b) Workforces will take photos of work being carried out at each project. This is necessary for:
 - i) A datum agreed by a site representative.
 - ii) To hold documentation of work carried out by employees.
 - iii) Promoting the company via social media and the website.

4. Health and safety

- 4a) The health and safety of the workforce, and the working partners is of paramount importance.
- 4b) All employees have safety equipment which is used on sites.
- 4c) RAMS are optional for each site which can be requested at point of booking the project.

5. Payment policy

- 5a) Invoices are sent via email on the Monday before the agreed installation date. In the event this Monday falls on a Bank Holiday, invoices will be sent on the next working day.
- 5b) Payment is required before the agreed installation date.

5c) Payments are to be made via Bank Transfers or cheques- payment details can be found on the invoice provided.

5d) Cancellations of projects must be confirmed via email or a telephone call within 48 hours of the agreed installation date. Failure to comply with these terms will result in a cancellation fee. Pours cancelled on the day of installation will incur a minimum £500 charge.

6. Changes to this Agreement

6a) EJS Floor Solutions holds the right to update and amend the terms as necessary to better reflect:

- i- Changes to the law.
- ii- New regulatory requirements.
- iii- Improvements made to our service.

6b) The terms are not retroactive, and the most current Terms and Conditions will govern the relationship between the company and the client. The most up to date T&Cs are available via the website <http://www.ejsfloorsolutions.com>

6c) If any updates affect the client or future projects booked then the client will be notified of these changes via email.