



07462936263



Info@shazamrepairs.co.uk  
www.shazamrepairs.co.uk



8 Wall Road  
Canvey Island,  
Essex



**SHAZAM**  
Smart Repairs

## Terms & Conditions Policy

Please note that these terms and conditions apply from instruction.

1. Shazam uses skill and our best endeavours to closely match our repairs, (within limitations), to items shape, colour and texture. It is recognised and accepted by the client that the item was damaged before our intervention, and that no responsibility or liability will be accepted or inferred by Shazam to replace damaged items, where a repair is either unsuccessful or unsuitable for the client.
2. All repairs performed by our team are in strict compliance with NHBC guidelines, which specify that a repair is considered acceptable if, when viewed in daylight from a normal standing position in a room, it is not visible from a distance of 2 meters or more. While some repairs may be visible from certain angles upon completion, they are deemed acceptable as long as they adhere to the above NHBC guidelines.
3. Where a client requests work is revisited in order to change the finish, sheen or colour that was originally requested, these works will be chargeable, except in the case of poor workmanship.
4. Shazam payment terms are agreed upon our first invoice. These terms apply to all account customers unless otherwise agreed in writing by both parties PRIOR to commencement of works. Non-account customers must pay in full prior to the commencement of works.
5. Account and non-account customers will be charged a call out fee of £175.00 for cancellations within 24 (business) hours of the booked repair date.
6. Shazam reserve the right to factor invoices if required at anytime.
7. Retention is 0% (works are covered under warranty unless otherwise stated).
8. No discounts are applicable unless agreed in writing PRIOR to commencement of works. Any document requiring a signature must be signed by an authorised representative.
9. Defects liability period is 24 months from completion of each item of contract works OR as agreed in writing between parties PRIOR to commencement of works.
10. All access requirements, (scaffold/towers, MEWPS), are the responsibility of the requesting party unless agreed in writing PRIOR to commencement. Additional charges will be made for access equipment supplied.
11. Contact details of the on-site person who is authorised to accept works each day must be supplied for all works. Please note that it is the express responsibility of the requesting contracting party to inspect and accept completed works daily. Failure to provide such a representative will be deemed as acceptance and signature for all work completed (subject to alternative arrangements agreed in advance and in writing between the parties).
12. Shazam do not agree to acceptance of any documentation or reference to documentation not supplied and agreed prior to attendance.
13. No responsibility is taken for damage caused to the contract works either during or after the event, unless such damage is expressly attributable to Shazam staff. Subcontract works will have the adjacent area protected at the time of repair and removed upon completion.
14. Construction Industry Scheme - Shazam are registered for CIS.
15. C.I.T.B - Shazam is not a member of this scheme. Due to the bespoke nature of our work, we train all operatives ourselves. Therefore, NO deductions under this scheme should be made.
16. Failure to gain safe access to the contract works on the day of booking will be deemed as an "abortive visit" and will be charged at a half day rate of £175.00
17. Works cannot be complete within a live/occupied environment unless isolated with adequate ventilation. If it has been confirmed that the area is free and there is unfettered access, and the building is live/occupied, this will be classed as an "abortive visit" and the call out fee will stand.
18. Delays to sub-contract work beyond the control of Shazam, (and accepting weather or force majeure), but directly attributable to others may result in additional charges.
19. The glass polishing process requires the removal of some glass. The polishing process also produces heat. On rare occasions the glass may crack or break during the restoration process, this can be a result of thermal stress or other unknown existing flaws/imperfections in the glass itself. Shazam does not take responsibility for this occurrence.
20. Shazam cannot be held responsible for slight distortions caused by the polishing process, (as glass polishing is a technique of removing material and not adding material), in cases of distortion beyond the acceptable GGF regulations no charge will be made.
21. For jobs where the client has supplied paint/specialist coating which do not match the existing OR where the details supplied by client of required paint are incorrect and therefore job cannot progress; a full dayrate will be charged £350. Shazam, at additional cost, offer a colour matching service by either a visit or match to sample provided by client.
22. Shazam's coatings are supplied in any of RAL, NCS or BS colour range. Where possible the client is to supply details of coating and manufacturer. Shazam may be able to supply colour references outside of the above colour schemes, which may add additional cost. Should a colour not be obtainable, a sample will be required and matched as stated in the above clause.
23. Repairs may require adjacent masking. This involves the use of low-tac tape, which may on occasion lift wall finishings or paint work. As this is part of the repair process, any damage occurred from this is not Shazam's responsibility, liability for this lies with the customer.
24. For account customers, all late payments will be charged at 5% above the base rate of the bank of England per week overdue.
25. All quotations are based on the information and photographs provided by the client. Should we arrive at the job and the damage be more extensive than what we have quoted for, then our technician will be stood down and the call out fee will apply.
26. If no customer representative is on site to direct technicians/sign off daily works, no responsibility can be taken by Shazam for incomplete or out of scope repairs.
27. Any specific information required regarding repairs completed must be requested prior to booking.
28. Any specific requirement of products used must be agreed prior to booking i.e fire rating, medical grade, etc.
29. Repairs not accepted must be reported within 30 days of completion of repair. Shazam must be given the opportunity to inspect and provide a reasonable repair or resolution for any works which have not been accepted, or for any standard of workmanship issues.. Any standard of workmanship issues reported after the 30 day period will result in a chargeable return visit.