MCCARTHY
INTERIORS

McCarthy Interiors Ltd
50 Wright Avenue, Camberley, GU17 9FL
07547 006879 · mike@mccarthy-interiors.co.uk
mccarthy-interiors.co.uk

Terms & conditions

LAST UPDATED OCTOBER 2026

These terms apply to all work we carry out, alongside your quote. In these terms "we" and "us" means McCarthy Interiors Ltd (company no. 12588023, registered office Flat 3, Guild House, 4a Briton Street, Southampton, SO14 3EY), and "you" means the customer named on the quote. Nothing in these terms affects your legal rights as a consumer.

1. Our services

We provide decorating, carpentry, refurbishment, renovation and maintenance work, using our own team and trusted trades we work with regularly (including electricians, plasterers and plumbers). Where a specialist trade is needed, we'll tell you who will carry out that part of the work.

2. Quotes and estimates

- Every quote sets out the work included (the scope), how it will be done (the specification), the timing and the payment terms.
- A **quote** is a fixed price for the work described. An **estimate** is our best guess where the full extent of the work can't be known in advance, and we'll tell you as soon as possible if it's likely to change.
- Quotes are valid for 4 weeks from the date on them. After that, prices may need reviewing.
- Prices are based on clear access to the work areas during our normal working hours, 8am to 4pm, Monday to Friday, unless we agree otherwise.

3. Accepting a quote

When you accept a quote in writing (email, message or signed copy is fine), a contract is formed on the basis of the quote and these terms.

4. Your right to cancel

If you're a consumer and the contract was agreed at your home, or away from our business premises, or by phone or online, you have the right to cancel within **14 days** of accepting the quote, without giving a reason.

- To cancel, tell us clearly by email, letter or message. You can use the form at the end of these terms, but you don't have to.
- If you cancel within this period, we'll refund any deposit within 14 days.
- If you ask us to start work within the 14 days and then cancel, you'll pay a fair amount for the work done and any materials ordered specially for your job up to the point you tell us.
- Once the work is fully complete, the right to cancel ends if you asked us to start within the 14 days.

5. Payment

- A deposit, normally 50% of the quoted price, is due when you accept the quote. This covers initial labour and materials.
- For larger jobs, we may agree staged payments with you in advance.
- The balance is due on completion and must be paid within 7 days of our final invoice.

- For business customers, we may charge interest and recovery costs on late payments under the Late Payment of Commercial Debts (Interest) Act 1998.

6. Changes and extra work

If you'd like to change or add to the work, or if we find something that needs extra work, we'll agree the change and its cost with you in writing before carrying it out.

7. Unexpected problems

Older buildings in particular can hide problems we can't see when quoting, such as rot, damp, damaged plaster or poor previous workmanship. If we find something like this, we'll stop, show you, and agree how to deal with it before going ahead. We won't charge for extra work you haven't agreed to.

8. Timings

- We'll agree a start date and schedule with you. If you have a firm deadline, please tell us when booking so we can plan for it.
- Dates can move for reasons outside our control, such as bad weather (for exterior work), material delays or illness. We'll keep you informed and keep any delay to a minimum.
- If other contractors not employed by us are working at the property, delays caused by them may affect our schedule. We'll discuss any resulting costs with you before they arise.

9. Preparing the work areas

- Please clear work areas of furniture, ornaments, appliances and vehicles before we start, unless agreed otherwise.
- We're happy to help move larger items if arranged beforehand, with you present. We take care, but can't accept responsibility for damage to items we move at your request unless it's caused by our negligence.
- Please let us have access to water, electricity and toilet facilities while we're working.

10. Protecting your home

We protect floors, furniture and surfaces with sheeting and coverings throughout the work, and leave the work areas clean and tidy. Removal of our waste is included unless your quote says otherwise. If any items need extra protection, we'll agree this before we start.

11. Materials

We use good-quality materials suitable for the job. If you supply materials yourself, we're not responsible for their quality, suitability or quantity, or for any delay if they arrive late or aren't right. Materials we supply remain ours until the work is paid for in full.

12. Our guarantee

We carry out all work with reasonable care and skill, to industry standards and building regulations where they apply. If you notice a problem with our workmanship, tell us as soon as possible and we'll inspect it and put right any fault that's down to us, at no cost. This doesn't cover normal wear and tear, damage caused by others, or problems with the building that are outside the work we carried out.

13. Insurance

We hold public liability insurance. Details are available on request.

14. Photos of our work

We may take photos of the finished work for our records. We'll only use them on our website or social media with your permission, and never in a way that shows your address or personal belongings you'd rather keep private.

15. Concerns and complaints

If you're unhappy with any part of our work, please talk to Mike first on 07547 006879 or at mike@mccarthy-interiors.co.uk. We'll always try to put things right quickly.

16. Your information

We use your details only to provide our services. See our privacy policy for more.

17. Law

These terms are governed by the law of England and Wales.

Cancellation form

Complete and return this form only if you wish to cancel the contract.

To: McCarthy Interiors Ltd, 50 Wright Avenue, Camberley, GU17 9FL · mike@mccarthy-interiors.co.uk

I/We hereby give notice that I/We cancel my/our contract for the supply of the following service:

Ordered on / quote number: _____

Name of customer(s): _____

Address of customer(s): _____

Signature of customer(s) (only if sent on paper): _____

Date: _____