

One Stop Services - Terms and Conditions

by using our services or buying our products you agree to the following terms and conditions presented on this page. Any changes to our terms and conditions will be updated here.

INDUSTRIAL & RESIDENTIAL & COMMERCIAL

Any materials supplied by one stop services remain the property of one stop services until full payment is received in full and can be removed if payment is not paid.

RESIDENTIAL & COMMERCIAL

When coating any walls, windows or ceilings, there is a chance the masking tape used may remove some paint from the area it is applied on to. Unfortunately, this is a potential drawback when using masking tape, but there are no other alternative methods available when trying to prevent overspray and one stop services will take no liability.

RESIDENTIAL & COMMERCIAL

If we have quoted a job on a price this will include paint, tape, filler, Sandpaper, thinners, paper; this will also include labour and all machinery. If for any reason the job cannot be completed due to the job not being finalised right by our client, the full invoice will become due. There will be no reduction due to poor organisation by the client.

RESIDENTIAL & COMMERCIAL

We cannot guarantee our paint which has been sprayed onto silicone due to cracking or peeling. What we would recommend is to re- silicone once all work is completed one stop services will take no liability. If you need advice on this please ask when booking works in.

If we receive a purchase order number and it is cancelled at a later date there will be a 50% charge of the full invoice amount. If the job has started, then the full 50% will become due.

RESIDENTIAL & COMMERCIAL

All colours that are chosen are the responsibility of the customer and should be provided before a job takes place, we will advise on this if needed and take no liability please beware that shades and colours look different online and you should always compare your colour in a swatch book

RESIDENTIAL & COMMERCIAL

Access is the responsibility of the customer unless discussed with us at the time of your quotation.

RESIDENTIAL & COMMERCIAL

All paint that is supplied by us will belong to one stop services until full payment has been made and your agreeing by booking in your spray works that one stop services can come onto your property and remove the paint if necessary.

RESIDENTIAL & COMMERCIAL

We can only guarantee our own paint. We cannot put guarantees on old paint that is not removed before we start to apply our paint. Please ask about prices to remove old paint when quoted.

COMMERCIAL & INDUSTRIAL

We provide a 25 years guarantee on all wet spraying.

With this guarantee you will need to have your spray painting washed down or cleaned without chemicals every 12 months by us or another company of your choice otherwise the warranty will be invalid.

5 Year residential guarantee on coatings

This guarantee covers peeling and cracking. It does not cover for wear & tear scratches or chips. All paintwork must only be cleaned with a damp cloth with No chemicals every 12 months or your guarantee maybe invalidated.

Our gloss levels come in full Matt 0 to 3% Satin 15 to 30% Semi-gloss 40% to 60%. Full gloss 90%

Please be aware when having a kitchen or something with heavy traffic sprayed when choosing only Matt or satin stains will become very hard to remove because of the low gloss levels. The more gloss, the more protection you gain.

You can apply a Matt lacquer, which will give your paint much better protection after the paint is applied. Please ask about this service when enquiring.

One Stop Services will not cover stains that can't be removed due to low gloss levels.

Please be aware that all windows or doors that are sprayed will need to be re-silicone after the spraying works are complete or this may cause peeling or the paint to blister and one stop services will not take any liability.

RESIDENTIAL & COMMERCIAL

One stop services payment terms are strictly Domestic pay on completion. Commercial & industrial 14 days we can extend our payment terms to 30 days if required. Please enquire when accepting your quotation where a full credit check may be carried out. Payments paid over £1000.00 by credit cards or debit cards will have a £21.50 fee added per £1000, this is due to the card providers charges.

RESIDENTIAL & COMMERCIAL

Our Health & Safety policy documents are available at the customer's request. All risk assessments and method statements are supplied in return with all purchase order numbers.

All our operatives are comprehensively insured under our Public & Employers Liability Insurance Policy of £10 million.

RESIDENTIAL & COMMERCIAL

All claims must be made in writing and addressed to our Head Office within 48 hours after the liability has arisen. Your responsibility is to ensure our Head Office receives your letter and obtain a reference number from us relating to your complaint/claim. If any complaint is proven NOT to result from our operatives, we reserve the right to charge a call-out charge of £100.00+VAT to cover expenses and time lost. You can email us at info@onestopservices.co.uk

RESIDENTIAL & COMMERCIAL

We collect data from our customer's Name, Address, Telephone Numbers and Email Address. This information is strictly for the use of our company and to assist in carrying out our services. At no time will your data ever be sold or passed on to 3rd party users. We respect our customer's privacy; this information is kept in line with data protection regulations at all time.

RESIDENTIAL & COMMERCIAL

All representative of our company will remain polite, courteous, reliable, and professional at all times; however, any representative of our company fails to adhere to this code of conduct. You must report this immediately to us in a letter detailing what happened. This, in turn, will be investigated internally, we will write to you describing the outcome of their investigation. Email info@onestopservices.co.uk

COMMERCIAL/Industrial

It is the customer's responsibility to make sure there is parking for our vans. If this is not the case when the vans turn up on-site, there will be a day rate of £550.00 plus 20% VAT. Night rate £750.00 plus vat. Our vans need to be close by due to paint being made up.

COMMERCIAL/Industrial

When on site to complete works if for any reason we cannot work due to other workman scaffold or any other issues one stop services as the right to charge a day rate to cover time lost, the total cost

will be £550 00.plus VAT at 20% per day. The day rate may change depending on the contract Night Rate £750.00 PLUS VAT.

COMMERCIAL/industrial

Please make sure your site manager is aware of signing our sign off sheets after checking all works, and he/she is 100% satisfied with the works carried out. If the work has already been snagged and signed off, there will be a charge if there is re-snagging due to other workman damaging our work. Full payment will be liable once our sign off sheet is complete.

COMMERCIAL/industrial

If we complete any spraying works and for any reason, it's not to your satisfaction, please inform our head office within 48 hours. If you do not contact us within this time, we will assume you are 100% happy with all the work carried out.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Any late payments will incur a £10.00 Plus 20% VAT per day penalty fee unless you have agreed to longer terms with our accounts department. This will cover the time spent chasing your account

COMMERCIAL/DUSTRIAL

We will not take responsibility for works sheets if the timesheets are not signed by the QS or contract manager at the end of the day.. If they are not on-site to sign our sheets, we will assume they are 100% happy with all the works that has been completed.

In-house spray booth Terms and Conditions

The Customers property is left in our warehouse at their own risk. One stop services will not take any responsibility of damaged goods.

In-house spray booth

Colours are the responsibility of the customer and should be agreed before dropping items at the warehouse.

In-house spray booth

If your items are not collected on the day you agreed with our office you may occur a £5.00 per day holding fee. if you have a reason for not collecting please contact our offices on 01908 991096 or email info@onestopservices.co.uk

In-house spray booth

All jobs must be booked in through our office by phone or email. 01908 991096 email info@onestopservices.co.uk

In-house spray booth

Our opening hours are Monday to Friday 9am till 5pm

In-house spray booth

Payments must be paid in full before removing any items from the workshop. This can be done by Bacs Visa card , cash,

In-house spray booth

Please be sure you're happy with the colour and workmanship before removing your items from our premises we will not be held responsible once they have been removed from the warehouse.

Pest Control

The client' means the business or person to whom One Stop Pest Control has agreed to supply a service in accordance with these terms & conditions of a business

Pest Control

One Stop Services reserves the right to charge by the hour, for any journeys wasted due to failure to appear at appointments, for delays in carrying out the work or for any cancellations as a result of the client's failure to allow access, to process the work or provide proper instruction.

Pest Control

THE CUSTOMER WILL is able to make payments promptly to one stop services as agreed in the Service Agreement. Prompt payment is a condition of the agreement and any persons withholding payment will occur a charge of £10.00 per day for late payments. We have the right to remove any product that is owned by one stop services if the fee is not paid as stated by our quotation

Pest Control

Our solar panel bird proofing services utilize robust, high-quality materials for maximum durability and effectiveness. We make use of tack screws which go into the outer frame and galvanized steel, specifically 25 x 25 gauges, to ensure a secure and long-lasting solution. Please note that we have discontinued the use of plastic clips to enhance the sustainability and durability of our service.

Any images shared on our website or sent directly from our office are solely for illustrative purposes and serve as a generic representation of our offerings. These are standard stock photos and may not reflect the exact materials used in every project.

We assure you that our use of tack screws in the trim of solar panels is both safe and standard practice within the industry. As professionals, we uphold the highest standards of integrity and service quality, and we assume full responsibility for our actions. However, we will not be held accountable or susceptible to prosecution for using this standard industry practice.

Furthermore, we stand by the quality of our service and offer a ten-year guarantee. This is a testament to our confidence in the longevity and effectiveness of our solar panel bird proofing services. Your satisfaction and peace of mind are our utmost priority.

The customer must observe and/or comply with any health and safety requirements and precautions made by the pest technicians during the undertaking of the work.

The Customer will take all reasonable precautions necessary to protect any equipment contained within and the health and safety of any people using the premises.

Bird spikes

We charge £14.99 per meter supplied and fitted, in some cases cherry pickers or towers may have to be added to the cost for height reasons.

Cleaning of roofs and solar panels, this would be priced by one of our contract managers.

Painting & Decorating Terms and Conditions

By accessing this website we assume you accept these terms and conditions. Do not continue to use one stop services Painting and Decorating if you do not agree to take all of the terms and conditions stated on this page.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Written estimates or quotations will outline a cost for labour and materials to complete the work requested by the client. Items not outlined in the estimate or quotation will not be carried out by

us. Should you need works additional to those detailed in the estimate or quotation to be carried out, then you should seek an additional written estimate or quotation.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

In the event of any work undertaken by us being damaged by other trades, the client or any third party who is not in the employment of one stop services Painting and Decorating then we shall have no liability to carry out remedial work. In the event of the customer seeking remedial works then such works shall attract a minimum labour charge of £35.00 per man per hour to rectify. An agreement to carry out such remedial work must be agreed in writing.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

It is the client's responsibility to move all furniture and personal items from the area in which we are to carry out work and to store these items away from the work area and for the duration of the work. We will not remove or take down curtains or blinds and in the event that the customer leaves such items in the work area then such items shall be left at the clients own risk. We will not be held liable for any damage to items not removed from the work area. Large items can be removed by one stop services with agreed notice. We will not be held liable for damage to any items removed by us or covered for the duration of the works.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Whilst we will endeavour to carry out works within any timeframe estimated to you, we reserve the right to postpone both the commencement date and duration of the works and shall give you a minimum of 48 hours if such variation is anticipated. In the event of such a delay we will agree an alternative start date as close to the original start date as possible. We do not accept liability in respect of any delay and any such delay will not allow the customer to make any claim in respect of charges, costs or other penalties.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

On completion, you will be required to be available to sign a job completion form. In the event that you are unavailable for any agreed appointment to sign a job completion form then you will be deemed to have accepted that the job is completed to your satisfaction.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Invoices are strictly pay on completion for all residential customers and 14 days for commercial and industrial. Our payment terms can be increased for commercial and industrial if stating at time of the quotation. Once the job has started we can then not increase the payment terms.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

All paint and materials will belong to one stop services until full payment is received. One stop services have the right to charge £5.00 per day for late payments due to chasing your account.

Terms and Conditions Cleaning and jet washing

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

All quotations are given by one stop services following a request from the Customer and shall remain open to acceptance for a period of 30 days.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

One stop services reserves the right to amend the initial quotation, should the Customer's original requirements change or the client feels that the criteria of the quotation has been misrepresented.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

One stop services shall provide all cleaning supplies and cleaning equipment necessary to carry out the service.

The client must provide running water in terms of an outside tap if jet washing is taking place.

RESIDENTIAL /COMMERCIAL/INDUSTRIAL

Payments for residential are pay on completion. All commercial and industrial is strictly 14 days unless arranged at time of quotation.

Terms and Conditions Landscaping

Scope of Work

The Contractor shall carry out and complete the landscape work described in the estimate document in a good and workmanlike manner. They shall have no obligation to execute any further work unless agreed in writing between the parties of the contract.

The client is responsible for obtaining any necessary planning permission for the works and for the fulfilling of statutory requirements.

Quotation

The quotation is valid for a period of 30 days from the date shown in the quotation and thereafter lapses automatically.

The Contractor reserves the right to increase the contract should the date for completion of the contract become impossible to attain for reasons wholly or partly beyond their control.

The quotation is based on conditions known at the time of viewing. The client will pay any extra works, or costs due to unknown difficulties or changes, which are not within the estimate.

Acceptance of the estimate involves acceptance of these terms and conditions and will lead to a binding contract between the parties. It should be noted that any attempted or any actual cancellation thereof by the Client may involve the Client in a claim for recovery by the Contractor of any loss or expense incurred as a result, including a claim for loss of profit.

Payment

The client accepts that they will pay to the contractor the contract sum together with any Value Added Tax properly chargeable upon the contract sum. Payments paid over £1000.00 by credit cards or debit cards will have a £21.50 fee added per £1000, this is due to the card providers charges. Payments by BAC or Cash have no charges

All accounts are net and do not provide for any discounts or retentions unless otherwise agreed.

All accounts are payable within (Domestic on completion), (industrial 30 days), (Commercial 14 days) a credit check may be carried out. Late payments will be added per 7 days for any late payments which will be £5.00 per day.

The payment schedule shall be as follows;

For quotations less than £10,000 in value

A non-refundable deposit of 10% of the original quotation shall be paid by the Client to the Contractor upon acceptance of the quotation by the Client.

A stage payment of 40% of the original quotation shall be made by the Client to the Contractor upon commencement of work.

A final payment of 50% is due on completion of works.

For quotations more than £10,000 in value

A non-refundable deposit of 25% of the original quotation shall be paid by the Client to the Contractor upon acceptance of the quotation by the Client.

A stage payment of 25% of the original quotation shall be made by the Client to the Contractor upon commencement of work.

stage payments of 25% shall be made when requested in writing by the contractor.

A final payment of 25% is due on completion of works.

All materials remain the property of One Stop Landscaping until the account has been settled in full.

Materials on Site

Materials delivered to site become the responsibility of the Client and the Contractor accepts no loss, damage or expense after delivery of the materials to site for any reason.

Materials brought by the client come with no guarantee from one stop services.

All materials brought to site which prove to be in excess to the Contractor's requirements shall remain the property of and shall be removable by the Contractor who shall have the right to enter the site for that purpose.

The contractor shall not be liable for any loss or theft of materials from site. Any additional materials required following damage, loss or theft shall be at the Client's expense.

Day rate

Day rate is decided between the client and one stop services before any works is undertaken and the cost as been sent by quotation and agreed by the client.

If one stop services have started work on a day rate and cannot work due to other traders or the weather we will charge the following: up to 4 hours we will charge half a date rate per staff, 4 hours and above we will charge a full day rate. This is because our vans and staff are booked to your premises for the day. One stop services will always check the forecast before the works begins but it's the client's responsibility to decide if you require our services on the days needed.

If one stop services are on a day rate for a number of days or weeks we will require at least one weeks' notice if you no longer require our services or wish to delay our services. You can do this by contacting our office at info@onestopservices.co.uk if you don't contact our head office you may be charged a full day rate for each day it's delayed.

Guarantee

We offer a 5 year guarantee on all labour and materials which will start from the compilation date.

RESIDENTIAL & COMMERCIAL

Terms and Conditions Gutters-Fascia-soffits

All gutter cleaning is done ladders and the cost will be agreed with the office by way of a Quotation which will show the full cost including VAT and description of works. We will only clean what has been agreed at the time of quoting so please do not asked our operatives to carry out works not agreed with our head office. If you require extra works please do not hesitate to contact our office where we will be happy to quote the extra works.

Replacements Gutters-Fascia's-soffits

One stop services we never asked any client to pay any money up front for any replacements. You will be invoiced on completion

Payment terms are strictly pay on completion for domestic customers and 14 days on commercial. Late payment maybe added if payment is not paid.

Clients are responsible for checking and signing off all works once the job is complete all refits come with a 5 year guarantee.

Please have all gutters cleaned out at least once per year or this may invalidate your guarantee.

All materials are the property of one stop services until full payment is received and one stop services may remove the materials from your property if payment is not received as per our terms and conditions and charge for labour and damaged goods.