



Painting & Decorating Terms & Conditions 2025

1. Total Home Care will attend and offer a written quote that will be emailed to you within 24 hours.
2. A £50 per room deposit is required to book. The Deposit is non-refundable. The Deposit amount will be deducted from the outstanding balance.
3. Provision of a key or keys may be required. Should we require a key or keys to access the Customer Premises the Company and the Customer will sign a key(s) release form, giving the Company authorisation to hold and use the keys for the appointment(s) only, to carry out the agreed Service.
4. The Customer will provide a clean and safe working environment at the Premises for the Painter to perform the Service. All belongings, furniture, children and pets should be removed and kept away from the area where the Painting is being carried out and all surfaces to be painted are to be cleaned, as per the Pre Decorating Checklist within this pack.
5. The Company require the Customer to confirm the Painting is satisfactory immediately if present. If not present, confirmation via email, Whatsapp or text within 24 hours of the completion time of the work. Should the Customer not be Satisfied with the Service, they should make the Company aware of this within 24 hours, to allow for amendments to be made.
6. The outstanding balance is payable immediately upon completion. The balance can be paid in cash or by bank transfer.

Bank Transfer details:

Timothy Birt
Acc: 60795614
Sort: 041450

7. Any overdue outstanding balance will incur a charge of £10 or 15% per week, whichever amount is lowest. After payment, should any part of the painting work be unsatisfactory, this should be reported within 24 hours. A return appointment will be made for the work to be rectified.
8. By becoming a customer of Total Home Care you qualify for all of the amazing customer benefits, such as; Lifetime Price Guarantee, Paint It Forward, Cash or Credits and more.