

# Terms & Conditions of Business

Willow Plastering | Effective Date: August 2026

## 1. Contract Definition & Acceptance

These Terms and Conditions apply to all plastering, skimming, rendering, or associated trade works undertaken by Willow Plastering. Acceptance of a written estimate, submitting an online contact form, or instructing us verbally to proceed constitutes full acceptance of these commercial terms.

## 2. Quotations and Financial Estimates

All quotes are valid for a limited window of 30 days from issuance. Pricing is configured based on visible surface conditions at the time of initial survey. If hidden structural issues, unstable brickwork, hidden blown plaster, or damp problems are exposed during the stripping or preparation process, Willow Plastering reserves the right to stop work, notify the client, and adjust final costs to cover additional mandatory labour and trade materials.

## 3. Payment Structures & Advanced Deposits

**Immediate Payment Policy:** Standard invoice payments are due in full **immediately upon practical completion** of the scheduled plastering works before contractors depart the site.

**Advanced Material Charge:** For larger-scale residential or commercial projects, **all necessary construction materials must be paid for in full in advance** of any on-site works commencing. Works will not be scheduled or started until this deposit has cleared our account.

## 4. Site Access & Client Preparation Liabilities

The client is legally responsible for preparing the designated workspaces before work starts. This includes clearing all furniture, fragile decorations, and electrical appliances from the room. The client must also provide continuous, free access to safe, clean running water and functional mains electricity. Willow Plastering accepts zero liability for accidental damage to items that were not cleared from the workspace.

## 5. Fresh Plaster Drying Out Restrictions

Plaster requires a natural, ambient drying cycle. The client explicitly agrees not to apply paint, wallpaper, or chemical sealants onto damp or curing plaster. Furthermore, the client must not introduce aggressive industrial space heaters, underfloor heating spikes, or forced draught systems to accelerate the drying timeframe. Willow Plastering handles material application to professional standards but accepts absolutely no liability for structural cracking, flaking, or setting failure caused by forced drying or premature decoration.

## 6. Late Payment Penalties

In accordance with UK statutory laws, overdue invoices will collect daily interest calculated from the day of completion at standard statutory rates. We reserve the right to pause all outstanding works across any client projects if payment deadlines are breached.

## **7. Business Contact Information**

**Trading Entity:** Willow Plastering

**Mailing Office:** 77 Hampshire Drive, Maidstone, Kent, ME15 7EX

**Contact Phone:** 07828 248065

**Contact Email:** [info@willowplastering.co.uk](mailto:info@willowplastering.co.uk)