

Strathworks – Domestic Terms & Conditions (Consumers)

Version: 1.0

Effective date: 18 February 2026

Trading name: Strathworks

Legal status: Sole trader (Scotland)

VAT: Not VAT registered

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1. Definitions

- **We / us / our:** Strathworks.
- **You / customer:** the person ordering the works.
- **Works:** the services and materials described in the Quote & Scope of Works.
- **Quote & Scope:** the job-specific document describing the works, specification, exclusions, price, and timings.
- **Variation:** any change to the Works after acceptance (including additions, removals, or changes to materials/spec).
- **Practical Completion:** the Works are complete and usable for their intended purpose, with only minor snagging items (if any).

2. The agreement

Your agreement with us consists of:

1. The **Quote & Scope of Works**,
2. These **Terms & Conditions**, and
3. Any **Variations** agreed in writing (email/text/portal acceptance counts).

This also includes any documents specifically referenced in the Quote or these Terms (for example our “Finish Standards & Tolerances” document).

If there is a conflict, the Quote & Scope of Works takes priority.

3. Quotes and validity

- Quotes are valid for **30 days** unless stated otherwise.
- If material, hire, or disposal costs change outside our control, we will tell you before ordering or proceeding with anything that affects price.

4. Deposit

- A deposit of **20%** (unless stated otherwise in the Quote) is due to secure the booking and allow us to order materials and arrange hire/subcontractors where needed.
- We may order materials once the deposit has cleared.

5. Price and VAT

- We are **not VAT registered**, so VAT is **not** charged.

6. Payment on completion

- The balance is due on Practical Completion (same day), unless we agree otherwise in writing.
- We will issue an invoice by email and/or through your customer portal on our website (strathworks.co.uk). We can provide a printed copy if preferred.

7. Late payment

If payment is not made when due, we may:

- Charge reasonable recovery costs (for example bank charges), and/or
- Pause any remaining work (if applicable), and/or
- Take steps to recover the outstanding amount.

8. Cancellations and charges (our costs)

Your legal cancellation rights (cooling-off rights) are explained in the separate **Cancellation Notice**. This section covers our cancellation charges where we have incurred costs.

If you cancel:

- **Before we have ordered materials or committed costs:** we will refund the deposit in full, minus any costs already incurred specifically for your job (if applicable).
- **After we have ordered materials / booked hire / committed subcontractors:** you must pay our actual costs already incurred up to the date of cancellation (for example: materials, delivery charges, skip/plant hire, disposal fees, and subcontractor call-out costs). We will provide evidence of these costs (such as invoices/receipts). **If our costs incurred are more than the deposit paid, you must pay the shortfall.** If our costs incurred are less than the deposit paid, we will refund the difference.

Some materials are special-order and may be non-returnable. Where this applies, you are responsible for those costs once ordered.

We do not charge penalties.

9. Start dates, delays, and access

- Start dates and durations are estimates. Weather, supplier delays, and unforeseen site conditions can affect the schedule.
- You must provide safe and reasonable access to the site, including space for deliveries, storage of materials where needed, and removal of waste.
- Where required for the Works, you must provide access to **mains water and electricity** at the property (or agree an alternative arrangement with us in advance). If water or power is not available when required, we may pause work until it is available and any resulting delays may affect the schedule.
- You must tell us about any restrictions before we start (for example shared access, narrow lanes, parking limits, neighbours' access rights, permit requirements, or factor/estate rules).

10. Underground services and site conditions

- You must tell us what you know about drains, cables, pipes, septic tanks, inspection chambers, and any previous issues with the area.
- If we uncover hidden or unexpected conditions (for example rubble, weak ground, unmarked services, or drainage issues), we may need to stop and agree options and costs before continuing.

11. Variations (changes to the Works)

Any change must be agreed in writing before we carry it out (email/text/portal acceptance is fine).

A Variation may change:

- price,
- timeline, and/or
- specification/materials.

12. Materials and deliveries

- Materials may be delivered to site before work starts.
- You are responsible for providing a reasonably safe and accessible place for deliveries/storage unless agreed otherwise.
- Manufacturer warranties may apply to supplied materials; our workmanship warranty is separate.

13. Subcontractors and specialist work

- We may use subcontractors for labour and specialist trades (for example electrics).
- Where certification is required, the relevant work will be completed by an appropriately qualified person and documentation provided where applicable.
- Strathworks remains your main point of contact and is responsible for managing the overall job.

14. Completion, snagging, and inspection

- At handover, we will ask you to inspect the Works.
- Please report snagging items within **7 days** of Practical Completion so we can resolve them promptly.
- Minor snagging does not prevent Practical Completion or payment unless it is safety-critical or makes the Works unusable.
- Our work is carried out to normal trade standards. The expected finish and acceptable minor variations for outdoor and natural materials (for example joint widths, small level differences between adjacent slabs, and natural colour variation) are set out in our “Finish Standards & Tolerances” document, available to view and download in the customer portal. This forms part of our agreement.

15. 5-year workmanship warranty

We provide a **5-year workmanship warranty** starting from the date of Practical Completion.

15.1 What is covered

Defects caused by our workmanship/installation (for example incorrect installation, inadequate preparation where specified, or failure to follow the agreed specification) where the Works have not been carried out with reasonable care and skill.

15.2 What is not covered (reasonable exclusions)

This warranty does not cover:

- faults with materials/manufacturer defects (these are covered by supplier/manufacturer warranties where applicable)
- normal wear and tear
- lack of maintenance (for example not re-sanding joints where required, not clearing gullies/drains, not watering/maintaining plants)
- damage caused by you, visitors, pets, vehicles, deliveries, or other contractors
- staining or chemical damage caused by third parties
- extreme weather, flooding, storms, or exceptional ground movement
- drainage performance changes caused by factors beyond our control (for example blocked outfalls, council drainage issues, neighbouring works, or exceptional rainfall)
- hidden ground conditions or unmarked services that could not reasonably be identified at quotation stage.

15.3 How to make a claim

- Notify us in writing (email is fine) with photos where possible.
- We will arrange an inspection within a reasonable time.
- If it is a workmanship issue covered by this warranty, we will repair it at no cost.
- If it is not covered (for example maintenance/material/external cause), we can provide a quote for remedial options.

16. Liability (fair and lawful)

Nothing in these Terms limits or excludes our liability where it would be unlawful to do so, including for death or personal injury caused by negligence.

We are responsible for loss or damage that is a reasonably foreseeable result of our negligence or failure to carry out the Works with reasonable care and skill. We are not responsible for losses that are not reasonably foreseeable, or for delays/losses caused by events outside our reasonable control.

Nothing in these Terms affects your legal rights.

17. Photos and video

We may take photos for **job records** (quality control, progress, dispute resolution, and portal updates).

Use for **marketing** (website/social media) is only with your explicit opt-in consent (see **Photo/Video Consent**).

18. Complaints

If you are unhappy, contact us at [**support@strathworks.co.uk**](mailto:support@strathworks.co.uk). We aim to respond within **2 business days**.