

A.S.K. Painting and Decorating

The following text outlines the Privacy and Data Handling Policy and the Terms and Conditions of Service, correct as of January 2009.

Privacy Policy

We will never sell or otherwise pass on your contact details to any other company or third party, unless required to do so by law. When you contact us, your details may be retained to assist with your enquiry. Your details will only be used for appropriate correspondence and will not be analysed or collated for any marketing purposes, either now or in the future.

If you choose not to employ us, your details will not be retained. If you do employ us, your details will be retained on invoices and other business correspondence that is required for financial record keeping. We take all reasonable precautions to safeguard electronic data and will not store any payment details in a digital form. You retain the legal right to request information about what personal data we may have that relates directly to you and how it is stored.

Terms and Conditions of Service

1. All our work is fully guaranteed by us. If you are not satisfied with the standard of work for whatever reason, we will always endeavour to remedy the situation and rectify any shortcomings as part of our commitment to provide a high standard of service and workmanship.
2. All necessary materials can and will be provided by us and will always be of high quality and used in an appropriate manner as per the manufacturer's guidelines. Where it is necessary to match existing decor, our work will be carried out with this in mind, using appropriate materials that provide an exact match where possible. If an exact match will not be achievable, the client will be consulted.
3. Any quote or estimate is subject to revision if there are any changes to the nature or extent of the requested work. This may apply to both labour and materials.
4. It is the responsibility of the client:
 - a. To remove valuable and/or fragile items from the areas to be decorated.
 - b. To remove pictures and other wall-hangings.
 - c. To remove electrical goods.
5. Assistance can be provided with the repositioning and/or removal of bulky furniture items and white goods, but will incur an additional charge. We reserve the right to decline to move white goods if the condition or position of the plumbing may incur a higher than normal risk of damage to the equipment or the property. We reserve the right to decline to move particularly heavy or bulky items if they present a higher than accepted health and safety risk.
6. It is not normally necessary to remove radiators, but if their removal is requested, it can be done for an additional charge. This charge will also cover their subsequent replacement.
7. We will take every possible precaution to ensure that all vulnerable areas and any objects left in the work area are carefully and thoroughly covered and/or masked. However, there

will always remain a very small risk of overspill or dust getting past these precautions. In the rare event of overspill, dust or other cosmetic damage, we will endeavour to ensure that it is satisfactorily cleaned.

8. Where items cannot be covered or protected, but could easily have been removed, we will request that they are removed before work commences. We cannot be held liable for damage to such items if they are not removed after such a request.
9. We may on occasion request that tools be left on site overnight. The client reserves the right to decline such requests with the caveat that the financial cost of any loss or damage to tools while left on site may be charged to the client.
10. The client will be expected to provide electrical power, running water and toilet facilities where reasonably possible.

Andy Styles

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