

# TERMS AND CONDITIONS



**Updated Date: 01/01/2024**

## **Photographs**

Kamox reserves the unequivocal right to photograph the project before, during, or after completion for the explicit purposes of maintaining records and/or for marketing endeavours. Copies of said photographs will be made available to the Client; however, the copyright shall unequivocally remain with Kamox Limited. Should the Client wish to refrain from having their property utilised for marketing purposes, they are kindly requested to inform us accordingly within 24hrs of the start date.

## **Resin Bound Surface Repairs**

Kamox warrants to the Client that any resin bound surface repairs, if laid upon a base layer also installed by Kamox or Kamox approved contractor, are fully guaranteed for degradation, subsidence and cracking for a period of 3 years, encompassing both workmanship and materials. Kamox shall undertake necessary repair work, exempt from charge.

Kamox warrants to the Client that any resin bound surface repairs, if laid upon a base layer installed not by Kamox or Kamox approved contractor, are only guaranteed for workmanship. Kamox shall undertake necessary repair work, exempt from charge.

For all of our resin-bound repairs, we will colour match our repairs using the same coloured, or best-matched aggregate stone and we will match the best way possible. However, please note there may be colour differences due to different aggregate batches, your existing surface not being UV resistant or that your existing driveway being faded.

## **Resin Bound Surface Crack Repairs**

Kamox warrants to the Client that our resin bound surface crack repairs, if repaired upon a base layer also installed by another contractor, are only guaranteed for workmanship. Kamox shall undertake necessary repair work, exempt from charge.

For all of our resin bound crack repairs, we will colour match our repairs using the same coloured, or best-matched aggregate stone and we will match the best way possible. However, please note there may be colour differences due to different aggregate batches, your existing surface not being UV resistant or that your existing driveway being faded.

## **Resin Bound Replenishment**

In the event of Kamox fully replenishing a resin-bound surface initially installed by Kamox, this action shall extend the warranty period by an additional 2 years. However, if the resin-bound surface was initially installed by another contractor and subsequently replenished by Kamox, the guarantee shall solely pertain to our workmanship and materials.

While our resin-bound replenishment service fortifies the existing surface, Kamox cannot be held accountable for any future degradation, wear, subsidence, colour fading, and also cracks if Kamox does not conduct the original installation.

Kamox bears no liability for any accidental trip, slip, or fall on the resin-bound surface under any specific weather conditions.

Damage resulting from high-power pressure washing is expressly not covered under warranty. Clients are encouraged to explore our cleaning service for further information.

Vehicles must remain off the surface after cleaning until it has been sealed and fully cured. The curing times are 48 hours in winter and 36 hours in summer. If in the event any vehicles drive on the surface after cleaning and leave marks, the client may be required to repay the booking deposit to have the surface cleaned again before we seal it.

## **Payment Terms**

- a. Upon acceptance of the quotation, Kamox will agree on a suitable date and time with the client, weather permitting. Once a date and time have been agreed upon, Kamox will raise a 25% booking deposit invoice. The deposit is inclusive of VAT at the prevailing rate.
- b. The deposit is subject to refund, deductive of any costs incurred by Kamox Limited, provided written notice is furnished at least 30 days prior to the commencement date.
- c. The remaining 75% of the Price shall be settled by the Client within 14 days of Kamox notifying the Client of completion of the Services.

## **Water and Electrical Usage**

- a. By accepting the quotation, the Client grants Kamox Limited the explicit right to utilise an on-site water supply and electricity as necessary to complete the project, devoid of compensation. External sources will incur additional charges.
- b. The responsibility rests with the customer to ensure the on-site water supply is operational and in working order prior to our arrival. Additional charges may be applicable if water is unavailable.

## **Courtesy**

- a. Kamox shall endeavour to cordon off the area to deter unauthorised entry during and after construction with our resin-bound replenishment and repair services. We accept no liability for damages incurred as a result of unauthorised entry within 24 hours of completion.
- b. For the duration of any works, we kindly request that individuals and pets refrain from accessing the work area for their own health and safety.

The client is responsible for clearing the working area of all objects prior to the project start date. Kamox should be promptly notified of any impediments concerning the relocation of items. If Kamox has to clear the working area, we will not be responsible for any damages.

- c. It is incumbent upon the Client to safeguard electrical and mechanical items susceptible to water damage during the course of work.

## **Scheduling**

Scheduling may be subject to alteration due to inclement weather conditions. Clients shall be duly notified of any changes, and rescheduling shall be undertaken at the earliest feasible juncture.

## **Removal & Replacement**

The Client is responsible for clearing the working area of all objects prior to the project start date. Kamox should be promptly notified of any impediments concerning the relocation of items.

## **Stain Resistance:**

Certain stains may prove resistant to removal via power washing. Kamox will identify such areas during the quoting process and provide recommendations for suitable treatment options.

## **Watertight**

Clients are advised to ensure windows are securely closed and to promptly notify us of any compromised seals or leaks. Kamox bears no liability for damages resulting from water infiltration arising from inadequate installation.

## **Window Spotting**

Windows may develop spotting due to the mineral content in the water source. We shall abstain from cleaning windows unless specifically contracted for with pressure washing services.

## **Weeds / Moss**

Our biocide treatment is a chemical formulated to effectively eliminate all of the current growth within your resin-bound surface, our treatment will also help slow down any future growth. However, Kamox cannot be held liable if in the event that any growth appears in the foreseeable future. Kamox will recommend to the client the correct growth treatment product for managing any growth.

## **Vehicle Parking**

Kamox requires the client to ensure that there is a parking space at a minimum of 7 meters within 10 meters of the property's boundaries, if in the event that Kamox turns up to start works and there isn't suitable parking on the day, Kamox may have to reschedule and the 25% booking deposit may be required again. If the client has concerns that there may be a parking difficulty on the day, please contact Kamox within 48hrs of the start date so Kamox can either reschedule at no cost to the client or Kamox will think of a safe and suitable alternative.