Liability and Customer Responsibilities

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Please read this before work starts. By proceeding with our service, you acknowledge and accept the points below.

Masking walls and wallpaper

When we spray your kitchen, all surfaces are sprayed. Nothing is hand-painted. To carry out the work inside your home, we must mask up surrounding areas. There is a small possibility that masking tape may remove paint from your walls or damage wallpaper.

We cannot accept liability for this, as it can occur for various reasons beyond our control, including: damp or moisture in the walls; freshly painted surfaces that have not fully cured; walls that were not prepared or painted correctly; paint applied over chalky or dusty primer, preventing proper adhesion; and wallpapered walls, which may be especially vulnerable to lifting or tearing when masking tape is removed.

Natural timber

Many solid wood, oak, and pippy oak kitchens contain natural grain, knots, and timber characteristics. When sprayed, these features may become more visible, as paint can enhance the natural texture of the wood. We refinish the existing doors and panels provided. Unless agreed beforehand, we do not fully fill or remove heavy grain, knots, or timber texture. End panels and solid wood components may continue to show visible grain after spraying. If a completely smooth finish is desired, smooth replacement panels or doors may be required.

If something goes wrong

If you go ahead with our service and something goes wrong, we are not liable. Human error can happen on any job, and we ask you to understand this when it does.

Once the work starts, we kindly ask that our team is left alone to finish the job. This lets us work safely, efficiently, and to the highest standard. Please do not remove, adjust, clean, or interfere with any doors, hinges, or fittings before or during the works, unless agreed with us in advance. Any work carried out independently can affect alignment and the overall finish, and we cannot guarantee the result or accept responsibility for issues arising from it.

We need access to your home for the full day. If something unforeseen happens we may be held up and have to stay beyond normal working hours to complete your kitchen on the agreed return date.

Thank you for your understanding. We are always happy to answer any questions before we start.

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