



Cornerstone Home Services Limited (17122746)  
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## **Terms & Conditions** **(2026)**

### **Interpretations, Assumptions and Agreements**

The use of - **you, you're, your, they, their, them** – Relating to the client/customer that work(s) will be carried out for or on behalf of by the company.

The use of **us, we, our**, - Relating to Cornerstone Home Services Limited – Trading As Cornerstone Home Services.

*Some Terms and Conditions may be applicable to different or multiple categories and location may differ within this document. You must ensure you have read all Terms and Conditions set out below and understand them all.*

1. While Cornerstone Home Services Limited aim to ensure these Terms and Conditions are clear, it is your responsibility to request clarification on any part you do not understand prior to accepting any work.
2. It is the responsibility of all parties involved to read and understand the terms and conditions set out in this document which shall be governed by and interpreted in accordance with the laws of England and Wales.
3. By accepting a quotation or booking work with us you are agreeing to, and are accepting of, the terms and conditions set out below, which form the legally binding contract acting as the foundation of our professional agreement. These terms and conditions are set out to establish the correct framework of rights, responsibilities, and risk allocation that apply to both parties.

### **Scope of Services**

4. We provide project and property services incorporating a multitude of skilled trades, which may include but are not limited to:
  - Planning and coordination of construction or renovation projects
  - Oversight of property maintenance
  - Contractor and vendor management
  - Electrical works
  - Plumbing works

*The exact scope of work will be set out in a written service agreement for each project via an estimate or quotation.*

5. We may recommend or subcontract third-party contractors to complete works on our

behalf, but we are not liable for their performance or the way they operate unless otherwise stated in writing prior to work commencing.

### **Limitation of Liability**

6. We are not liable or responsible for:
- Delays or defects caused by third-party contractors, suppliers, or service providers
  - Losses, delays or additional work arising from inaccurate information provided by you or unforeseen circumstances during completion of a survey
  - Indirect, incidental, or consequential damages that are out of our control

### **Guarantees**

7. While we work diligently to deliver high-quality results, we cannot guarantee specific outcomes, timelines, or cost savings due to factors outside of our control (e.g., weather, third-party delays, material shortages).

8. Our work is guaranteed for 12 months (excluding materials unless manufacturer warranty applies) and subject to investigation on any issues or concerns raised. We reserve the right to use an independent third-party if required to resolve any conflicts and pass on any costs incurred in resolving the matter.

9. You will gain a 12 month warranty on all parts (from date of installation) supplied by us. Parts supplied by you are not covered.

10. Any extended warranties are your responsibility, all relevant paperwork will be left with you on installation.

11. Manufacturer warranties apply to supplied products. Our workmanship guarantee is outlined above.

### **Quotations, agreements, cancellations and your rights**

12. All quotes are valid for 30 days as of the date of the quotation, and based on the information available at the time. At which point the quotation will need to be reviewed and reissued.

13. Works must be booked to start within 60 days of the acceptance. If you are supplying equipment then all parts must be available by the start date agreed upon.

14. You enter into an agreement by either verbally accepting or confirming in writing, booking for us to attend to complete the works set out. You have the right to cancel this agreement in writing either;

- Within 14 days of entering into the agreement, or
  - 72 hours prior, should the works to be scheduled to start within 14 days of the date of the most recent quotation accepted.
- Failure to do so may result in a restocking and handling fee of any materials, admin fees, potential reimbursement of loss of earnings and/or full payment.

15. If you cancel once the works have been started you will be charged for the time and materials to that point plus any restocking and handling fees and/or loss of materials/earnings. An admin fee may also be applicable in certain circumstances.

16. The price we quote does not include the cost of removing any dangerous or hazardous waste materials, such as asbestos or chemicals. This can be arranged by us on your behalf at additional costs subject to administration fees.

17. The price does not automatically include the removal of waste unless stated in the quotation. A third-party may be used for the removal of waste by means of a skip for example. This will be agreed upon by all parties before work has commenced. We do not take any responsibility or liability for such services being used and/or any issues or damages caused by using such methods.

18. Any time frames given to you are our best estimate.

19. Estimates given for works to be carried out are subject to change dependent on circumstances and are not a set price. This cost may increase or decrease in accordance to the projects needs and/or requirements.

20. Additional costs may be incurred if the details you have given to us are inaccurate or based on assumptions by others.

21. You will be charged accordingly should additional works be required due to unforeseen issues.

22. Should additional works be asked to be undertaken by you during the completion of other works we reserve the right to charge accordingly.

23. Additional charges will apply should the works differ to any agreed works prior to commencement by means of a quotation as a result of something you ask of us or due to circumstances out of our control. Any variation in agreed works must be submitted and agreed in writing. If required we may review any quotations or prior agreements as a result.

24. Any diagnosis or investigation work is carried out and advised with the most economical, logical next step solution in mind. Although rare, it sometimes is the case that this process exposes further faults or is in itself a process of elimination. Any additional faults found will be quoted and/or charged for appropriately.

25. You may incur additional costs should, once work is agreed to commence, a fault with your property, access to the work area or additional work is uncovered which was not visible at the time of survey or you have stated when booking the work.

26. Sometimes we may have to do extra works to be able to complete a project, any required extra works can be advised and agreed upon whilst on site to prevent delays. Additional charges may be incurred and it is at our discretion and dependent on the circumstances to waive these charges.

### **Deposits and Payment Terms**

27. Payment is due within 14 days of invoice (or potentially same day for smaller jobs). Late payments may incur charges under the Late Payment of Commercial Debts (Interest) Act 1998

28. Long term or high value projects, may require interim payments (which may include, but

not limited to, covering material costs) at set intervals during the projects schedule. This is to be agreed by both parties before works commence. Withheld or late payments may result in suspension of services and/or incur additional charges.

29. Project overrun due to factors out of our control – for projects exceeding 12 months from the commencement date, we reserve the right to review and adjust pricing annually. Any adjustments will reflect increases in labour, materials and operational costs, with a minimum increase of 20%.

30. Payment for goods and services provided may become due before the resolution of the works quoted for should a project overrun due to other factors external to the company.

31. A minimum deposit of 20% will be required for works valued over £1000 in entirety, and is due prior to commencement. Only at the discretion of Cornerstone Home Services Limited may this be waived.

32. A 5% retention fee may be offered on projects valued over £4000 in entirety, subject to agreement prior to commencement. The retention fee is to be paid on completion and satisfaction of handover and may not be held for a period of more than 6 months, unless proven to be issues of poor workmanship or negligence. We must be given access and opportunity to rectify any issues or concerns at a time that is mutually agreeable, failure to do so may result in the retention fee becoming immediately payable.

33. All labour costs are exclusive of VAT. VAT will be applied at the prevailing rate should we become VAT registered.

34. Priced/quoted works not completed/invoiced within one year of commencement will increase by a minimum of 10% quarterly.

35. Should an account be overdue then we will take reasonable steps to recoup the outstanding amounts. Should court action be required then all fees and interest will be passed on as an addition to any outstanding amounts.

### **Materials and goods**

36. You may be charged for any additional time or materials should parts/materials that you have supplied are damaged, not suitable or are not available at the time of our visit.

37. If the customer purchases any equipment or materials; they are responsible to ensure that they are ready for use, suitable and undamaged. If additional materials are required for installation purposes we must be made aware and agree to terms prior to works commencing.

38. When attempting to repair an existing piece of equipment rather than replacing the item, we cannot be held responsible if the repair fails within your 12-month warranty period with us and any additional visits regarding the same issue will be chargeable.

39. Materials and goods supplied by us, remain the property of the business until paid for in full by you. We reserve the right to remove any materials or goods should payment be withheld, cancelled or refused without legitimate reasons and/or any prior mutual agreements being made in writing. We may instruct third party recovery services to remove/reclaim items from you to recover any costs owed should this be required.

40. Tiling estimated cost may vary depending on customer's choice of tile size, pattern and style. A minimum of 20% waste will be allowed for when surveying.

41. If equipment, parts and/or materials are bought by customers on our account from a supplier (to receive access or discounted prices etc), but not purchased by us, this equates to the customer purchasing the goods themselves and therefore any faults or additional works needed will be subjected to the same terms and conditions.

### **Responsibilities, duties and liabilities**

42. We are fully insured to undertake the range of services offered, however, our total liability shall not exceed the value of the work carried out under the relevant contract, and only if due to proven poor workmanship, negligence or breach of contract without legitimate reasoning.

43. All electrical work will comply with current regulations and certification provided where applicable.

44. It is the customer's responsibility to understand where their utility services are located and whom their providers are, including but not limited to;

- All consumer units (Fuse boards)
- Electrical supply
- Energy supplier
- Internal stop cock
- External stop cock
- Any drain covers and waste pipes

A call out charge may be issued if works cannot be carried out due to not being able to isolate or locate the services to a property if this prevents the job from being completed.

45. It is your responsibility to provide accurate and complete project/property information. Any lack of information or misinformation may result in work being unable to be completed and/or incur additional charges.

46. You must obtain all necessary permits, plans and approvals, unless otherwise agreed by both parties in writing or carried out by a third-party.

47. If your property is a listed building, it is your responsibility to make sure that you get any permission you need before we start the work, and we will need evidence from you that you have got this permission. If you do not get the permission you need, you may be prosecuted in the criminal courts. It is your responsibility to give detailed instructions, plans and rules in writing of the restrictions linked to the listing. If we carry out work at your property and you have not given us sufficient advice, have not monitored our works correctly or have given us inaccurate information, you will compensate us for any losses we incur as a result of your failure to do so, which may include court fines, penalties and loss of earnings.

48. You must ensure payment is made as per these terms and conditions, additional charges may apply should this fail to happen.

49. When we have connected new equipment to your existing system, we cannot accept responsibility for the cost of repairing or replacing other parts of your existing system that

later develop faults.

50. It is your responsibility to ensure that any device that requires adequate internet connection is maintained and that Wi-Fi is easily accessible to the device at all times. We are not responsible for any lack of Wi-Fi signal or any lack of wireless communication if this is due to fabric of the property and may incur additional costs to rectify.

51. You are required to respond promptly to requests for decisions or approvals and/or be contactable during works unless otherwise agreed by both parties prior.

52. The customer must provide reasonable access to the property, services and any other location(s) that may require access. Clear work spaces must be made prior to arrival and commencement of works unless otherwise agreed upon by both parties prior.

53. You may need to lift/remove existing furnishings/covering such as furniture, belongings and flooring prior or during our visit.

54. Any fragile items, items of value or sentimental value must be removed from any and all work locations unless agreed upon by both parties in writing prior to work commencing. We will not be responsible or liable for any accident, damage or loss caused during any works undertaken should this occur and these terms are not met, unless as a direct result of poor workmanship or negligence.

55. If we need access to your loft, unless agreed upon by both parties prior to work being carried out, it must;

- Be accessible
- Have a secured loft ladder
- Have sufficient lighting
- Be boarded

56. We cannot be held responsible if we cannot meet our duties and responsibilities because of things beyond our control including but not limited to events of force majeure, including;

- Weather conditions
- Staff illness
- Supply chain breakdown
- Epidemics
- Industrial disputes
- Vehicle malfunctions
- Delivery delays/strikes
- Flora and/or fauna that disrupt/prevent our work.

57. User error will be charged accordingly on a time and materials basis.

58. We will not share your data or information with any external bodies unless for certification, delivery or payment purposes. Please refer to our Privacy Policy & GDPR policy for more information, available upon request or via our website.

59. For large scale works, such as but not limited to;

- New builds
- Renovations
- Refurbishments

or any works that, at the start of the works, the homeowners/tenants are not residing, the customer must give a minimum of either half of the projected time scale or 60 clear working days' notice in writing (whichever is greater) of any plans to occupy the property. Failure to do so risks the project not being fully completed and any faults or subsequent call outs will be at an additional cost to the customer. If after consultation with us, you are advised that the project will not be completed then the company cannot be held responsible.

### **General/Other**

60. Brickwork colour matching – If scarring or damage to your brickwork occurs due to the removal and or the installation of materials we will do our reasonable best to find a suitable match, but due to ages, patina, obsolete bricks there may not be an exact match and it may be noticeable.

61. Emergency / out of hours issues will be charged accordingly depending on circumstances at the time of the call-out.

62. Tile/grout colour matching – If scarring or damage to your tiling occurs due to the removal and or the installation of materials we will do our reasonable best to find a suitable near match, but due to ages, patina, obsolete tiles there will not be an exact match and it may be noticeable.

63. When works are carried out that require small amounts of “making good” to be carried out afterwards (such as filling holes, replacing sections of ceiling, laying carpets back etc.) we will complete these tasks as a goodwill gesture, unless otherwise specified in writing to carry out more extensive repairs, and as such cannot be held responsible if the repair works are not to the customer's requirements. In this instance we may recommend or use a third-party to carry out these repair works at an additional cost.

64. We reserve the right to cancel this agreement by providing written notice, subject to any applicable legal obligations.

65. All content on our documents and website (text, images, logos, etc.) is owned by or licensed to us and may not be reproduced, copied or altered without permission.

66. We handle client data in accordance with our Privacy Policy. By using our services, you consent to the collection and use of your information as described therein.

67. We reserve the right to accept or decline any project, assignment, or request for services at our sole discretion. Nothing in this agreement shall require us to accept a specific volume of work, nor shall you be obligated to offer it.

68. We reserve the right to update these Terms and Conditions at any time. The latest version will always be posted on our website or can be requested.

69. These Terms and Conditions, together with any quotation(s) or written agreement(s), constitute the entire agreement between the parties and supersede any prior discussions, representations or agreements.

70. If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.