

Thank you for considering Wayne for your bathroom project. These terms explain what to expect alongside your written quotation. To book, please sign below and return a photo or scan by email or WhatsApp. Wayne will confirm your date once the deposit is received.

Customer name:	Quotation reference:
Installation address:	
Quotation total: £	Booking deposit (3%): £
Agreed start date:	Estimated completion / duration:

1. Your quotation. Your written quotation sets out the work, materials and agreed price. If you request changes, or unexpected work is needed, Wayne will explain the options and agree any extra cost with you before going ahead.

2. Reserving your date. A 3% deposit reserves the agreed installation date, which Wayne sets aside for your project. Your booking is confirmed once Wayne has received your signed acceptance and deposit and confirmed the date in writing. The deposit is deducted from the total price.

3. Changing dates or cancelling. If your plans change, please let Wayne know as soon as possible. He will do his best to agree another available date. If you cancel, Wayne may keep a fair amount of the deposit to cover reasonable costs or lost work caused by the cancellation; any remaining amount will be refunded. If Wayne cannot carry out the work and no new date is agreed, he will refund your deposit.

4. Your rights. Your normal consumer rights apply to all work carried out. If a legal cooling-off period applies to your booking, Wayne will provide the required information before you agree to proceed.

5. Preparing for the work. Please make sure Wayne can access the bathroom at the agreed times, with water and electricity available where practical and space to work. Let him know about any known problems, access restrictions or permissions that may affect the installation.

6. During the installation. Wayne will carry out the agreed work with reasonable care and skill, take care of your home and leave the work area reasonably tidy. Completion dates are estimates unless a fixed date is agreed. Wayne will keep you informed if any unexpected issues or delays arise.

7. Completion and inspection. When the installation is finished, Wayne will invite you to inspect the bathroom together. Any agreed finishing touches will be noted and arranged, and you can then sign to confirm completion. This does not affect your rights if a problem comes to light later.

8. Payments for larger jobs. If your quotation says the work is expected to continue into a second week, a payment of 50% of the total quoted price is due at the end of the first week. Wayne will send an invoice for this payment, due on receipt. Both the 3% deposit and this stage payment are deducted from your final bill.

9. Final invoice and payment. After the work is complete and you have had the opportunity to inspect it, Wayne will send the final invoice showing the payments already made. The remaining balance is payable in full on receipt of the invoice, without affecting your normal consumer rights.

10. Fixtures and fittings. Any bathroom furniture, fittings or materials supplied by Wayne that have not yet been installed remain his property until paid for in full. Your normal consumer rights are unaffected.

CUSTOMER ACCEPTANCE

I accept the quotation and these terms, including the 3% booking deposit and any stage payment shown in my quotation.

Customer signature

Date