

Phoenick's Epoxy Terms & Conditions

These conditions apply to all quotations, contracts, and agreements unless stated otherwise.

Pre-Project Terms

1. Definitions:

- "You" refers to the client or contractor as named in the quotation or contract.
- "Us" refers to Phoenick's Epoxy

2. Quote Validity:

- All quotes are valid for 14 days unless otherwise stated. Quotes exceeding this timeframe may require revision.

3. Project Scheduling:

- Work will be scheduled based on current workload, material availability, and site readiness after receiving a signed acceptance, contract, or purchase order.

4. Deposits & Refunds:

- A 70% deposit is required to confirm any project. Deposits are non-refundable, and work will only commence upon receipt.

5. Cancellations or Deferrals:

- Cancellation or postponement of a scheduled start date may result in charges for procured materials, labor, or other associated costs unless otherwise agreed in writing.

6. Site Readiness:

- The client must ensure the substrate is free of obstructions and ready to receive coatings.
- Furniture, equipment, and other obstacles must be removed prior to our arrival. Additional charges may apply for any necessary clearing or preparation.

7. Access Requirements:

- The client must provide clean, unobstructed access, adequate lighting, electricity (240V or 3-phase), and water within 15 meters of the work area.

8. Safety & Health:

- Smoke detectors, pilot lights, and flames must be isolated before work begins. Certain materials may cause irritation or food contamination. Clients must ensure the area is safe and compliant with product safety guidelines.

Application Terms

9. Material Guarantees:

- All systems are installed per manufacturer recommendations and technical advice.
- While epoxy is highly durable, it is not scratch-proof. Phoenick's Epoxy cannot guarantee freedom from micro-bubbles, minor imperfections, or airborne debris settling during curing.

10. UV Exposure:

- Yellowing may occur over time due to UV exposure. Clients are advised to use UV-resistant products or protective measures like tinting.

11. Color Variations:

- Slight color differences may occur between batches. These are considered normal and not grounds for disputes.

12. Cracks and Repairs:

- Cracks in the substrate must be repaired before coating. Repairs are subject to additional costs unless explicitly included in the quote.

13. Environmental Conditions:

- Work may be delayed due to weather, curing conditions, or other uncontrollable factors. Any instructions to proceed under unsuitable conditions will void warranties.

Post-Project Terms

14. Workmanship Guarantee:

- We provide a 1-year workmanship guarantee covering delamination due to installation defects.

This does not cover substrate failure, structural movement, or damages caused by neglect or misuse.

15. Curing Period:

- A minimum of 24-48 hours is required before foot traffic and 7 days for full chemical cure. Any damage caused by premature use is the client's responsibility.

16. Maintenance & Care:

- Proper cleaning and maintenance must be followed to preserve the coating's appearance and durability. Specific guidelines are available upon request.

General Terms

17. Payment Structure:

- A 70% deposit is required upfront, with the remaining 30% payable after the primer layer is completed. The balance must be cleared before final coating.

18. Additional Costs:

- Any alterations to the agreed quote or scope of work will incur additional charges. These must be confirmed in writing.

19. Limitation of Liability:

- Phoenick's Epoxy will not be liable for incidental, indirect, or consequential damages, including delays caused by suppliers or external factors.

20. Acceptance of Terms:

- By accepting our quotation or invoice, you agree to these terms and conditions. Full terms are available on request.