

Unit 7, Golding Barn Estate  
Henfield Road  
Small Dole  
BN5 9XH

[info@southcoastconstruction.co.uk](mailto:info@southcoastconstruction.co.uk)  
[www.southcoastconstruction.co.uk](http://www.southcoastconstruction.co.uk)  
VAT Registration: GB 459 275 062  
Company Number: 15426299

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## **These terms and conditions explain the rights and responsibilities of the client and South Coast Construction (Sussex) LTD**

1. South Coast Construction (Sussex) LTD will provide all customers with a written quotation, which will include sufficient detail for the completion of the works. If any clarification is required, please contact us so that we can provide it. Extra works can be provided subject to a written confirmation including cost.
2. A 'contract' with South Coast Construction (Sussex) LTD is an agreement by the client to have work undertaken based on a written quotation headed 'Quote/Estimate' submitted directly to the client on an official South Coast Construction (Sussex) LTD letterhead and is a clear and straightforward undertaking between the two parties to form a contract.
3. Once a quotation has been accepted and the client has paid their deposit, then a contract has been entered into and these terms will come into effect. Quotes are valid for three months from the date on the quote.
4. Once the client has entered a contract with South Coast Construction (Sussex) LTD, by paying their deposit, they have a 7-day cooling off period should they wish to cancel the contract. The client can cancel their contract within 7 days by either phone or email to South Coast Construction (Sussex) LTD. (01273 100500 / [info@south-coast-construction.co.uk](mailto:info@south-coast-construction.co.uk))
5. All prices quoted are calculated based on free access and unimpeded working during our normal working hours (8am – 4pm Mon – Fri), unless otherwise agreed. Please note that we may be on site until 6pm or on a Saturday. We will get prior agreement with the client should this happen.



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6. It is the customer's responsibility to arrange planning permission, building control and any utility changes (e.g. Local Water Company). If planning permission is required for the work, South Coast Construction (Sussex) LTD may request to see proof that this has been agreed prior to beginning work.
  7. Commencement of work is under the assumption of uninterrupted work for the duration of the contract and in accordance with planning permission where applicable. South Coast Construction (Sussex) LTD will not be held liable for any costs incurred because of delays due to unforeseen circumstances. (e.g. planning permission delays resulting in work having to stop)
  8. South Coast Construction (Sussex) LTD will agree all practical arrangements with regards to working methods with the client to provide minimum disruption to the client and allow work to be carried out efficiently by the contractor.
  9. Free access is required for delivery of building materials, plant, machinery, skips etc.
  10. All used or removed materials on-site remain the property of South Coast Construction (Sussex) LTD and will be disposed of accordingly,
  12. South Coast Construction (Sussex) LTD will provide a payment plan to the client prior to commencement of works. This will usually include a deposit, staged payments and an end payment upon satisfactory completion of works. Deposits are refundable under certain circumstances such as but not limited to 1. Planning failure, 2. Client unable to secure expected funds to pay for work, 3. Bereavement in family, 4. Delays from South Coast Construction (Sussex) LTD for more than 10 weeks. Allow South Coast Construction (Sussex) LTD to book work in and agree a formal start date for works and purchase materials. Please note: In the very unlikely event that South Coast Construction (Sussex) LTD must cancel your work, your deposit will be fully refunded.



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13. Invoices will be sent out prior to the relevant payment date and each invoice will serve as a receipt for payment. Payments must be made in a timely manner or work progress may be impeded or ceased (in the case of non-payment). Payments can be made by bank transfer, or cash but bank transfer is our preferred method, in certain instances we will accept debit and credit card payments. All invoices include our bank details for bank transfers.
  14. Insurance – Public Liability and Employers’ Liability: South Coast Construction (Sussex) LTD has Public Liability Insurance and Employers’ Liability to the sum of £5,000,000. All usual general building practices are covered within our insurance policy.
  15. All client information is retained in accordance with the Data Protection Act 1988 and all personal and other client details will remain confidential.
  16. Guarantees: All customers will benefit from a full guarantee on our workmanship for a period of 12 months. Guarantees on materials run in accordance with manufacturer’s warranty periods where applicable. Our guarantee covers all new work and new materials used in construction or repairs but does not guarantee the integrity of any existing structures, materials or decorations. In the event of a failure beyond the guarantee period we will be happy to investigate the cause and negotiate a solution to the problem without delay and carry out any agreed repairs as soon as possible. Charges may apply for remedial work carried out beyond guaranteed dates or to items not covered by our guarantee. Please note: Decorations are signed off on completion and not covered by guarantee. Plastering work is covered by a 6-month guarantee. Please note we provide a 6-month guarantee for plastering work to allow for settling in time. We therefore strongly recommend delaying any decorating for this period.



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17. No responsibility is taken by South Coast Construction (Sussex) LTD for the presence of perished or rotten timber (or any other perished or rotten materials) in existing structures such as doors, windows and frames whether detected or undetected at the time of contract.
18. We will not be held responsible for the suitability of the existing boiler's ability to provide for additional plumbing works. If the existing boiler is found to be unsuitable, this shall be discussed with the client and any parts required shall be supplied at trade cost. If we must remove existing radiators for any reason (eg plastering) we will not be held responsible for their effectiveness once they are replaced.
19. South Coast Construction (Sussex) LTD will endeavour to protect existing surfaces with the use of dustsheets and loose plastic sheeting etc along with care in our working practice. However, responsibility for protection from damage of any existing surface or fabrics etc is the responsibility of the client. Arrangement can be made to put in place protection of existing surfaces, over and above our basic cover, at a negotiated additional cost. We strongly recommend the clients moves any expensive or sentimental items before work commences. If we are required to move furniture to undertake our work, we will not be held responsible for any breakages or stains that may occur. We advise clients to keep all valuables and expensive items safe and secure for the duration of the works, as we cannot be held liable for any theft or loss.
20. Discounts and retentions: Prices are based on the understanding that no retentions are held unless previously arranged and authorised. No discounts are given unless agreed and confirmed in writing.
21. We will endeavour to always employ a helpful attitude and will always attempt to bring the building works to a satisfactory conclusion as soon as possible considering weather conditions, availability of specialist materials and unforeseen circumstances etc.
22. South Coast Construction (Sussex) LTD take pictures of the progress of our projects. We reserve the right to use these pictures in our portfolio of work, on our website and on various social media websites for marketing and information purposes. Please let us know via email at the start of your work if you are not happy with this.



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