



Legal Format

DLAZ Ltd

Terms & Conditions (T&C's)

Effective Date: 16.02.2025

These Terms & Conditions explain how DLAZ Ltd. (“we”, “us”, “our”) works with our clients (“you”, “your”) and what you can expect when you engage our services. By working with us, you agree to these Terms.

1. Our Services

We provide interior design, renovation and design-and-build services. We may offer any of these individually or in combination, depending on our client’s project and what we agree in writing.

We take care in planning how we deliver our services to make sure every project meets our high standards of workmanship.

2. Pricing & Changes

All prices in our Formal Quotation are based on our assessment at the time.

On occasions, adjustments are necessary due to:

- Changes in the scope of work;
- Additional work needed due to property conditions;
- Material or labour cost changes.

Deposits in your quotation are non-refundable. Paying the initial deposit secures your project in our work schedule and allows us to allocate our team and resources.

Should you need to reschedule, we will always endeavour to try to find a solution.

3. Timelines & Quality

We provide estimated project timelines, but these can vary due to site conditions, materials, or other unforeseen circumstances.

We prioritise exceptional workmanship, carefully balancing quality with timelines and budgets to ensure the best possible results.

Please note: we cannot cover alternative accommodation, hotel stays, flights, or other personal expenses if the project takes longer than planned.

Access or parking issues may affect timelines, which we endeavour to approach professionally to maintain quality work.

4. Documenting the Project

We may take photos or videos during the project for our portfolio and marketing.

We respect your privacy and the security of your property. If you would prefer us not to document the project, please let us know in writing **at least 14 days before work starts**.

Unless instructed otherwise, we may use images or videos from your project to showcase our work.

5. Payments

Payment dates are outlined in your Payment Schedule.

All invoices are due upon receipt, unless we agree otherwise in writing.

Deposits and instalments must be paid on time to secure your project and our team.

Late or missed payments may result in a pause or cancellation of your project at our discretion.

6. Changes & Unexpected Work

Should you request changes or revisions after work has started, these may incur additional charges.

We are not responsible for financial costs if a project takes longer than expected due to circumstances beyond our control.

7. Quality Assurance

We take great pride in the quality of our work, carefully attending to every detail to ensure each project meets the highest standards. Our team is dedicated to delivering results that not only meet but exceed our clients' expectations, providing lasting value and satisfaction.

Any warranties, certificates, or other documents, if applicable, will be issued and shared post completion of the project.

8. Client Responsibilities

Access & Permissions

The client must provide reasonable access to the property for the contractor, subcontractors, and any necessary deliveries.

1. They should obtain all necessary permissions, approvals, or consents, including planning or building consents where applicable.
2. Specify any responsibility for shared access arrangements, parking, or lifts if applicable.

Provision of Information

3. The client must provide accurate information about the property, existing conditions, measurements, or restrictions before work begins.
4. They should notify the contractor of any relevant constraints, hazards, or issues that could impact the project.

Decision Making & Approvals

5. Clients must respond to design proposals, drawings, material selections, or variations in a timely manner.
6. Include timelines for approvals (e.g., “within 7–14 days”) to avoid delays.

Payments

7. Confirm adherence to the agreed Payment Schedule, ensuring payments are made upon receipt of invoice, as stipulated.
8. Any delays in payment may affect project timelines.

Documentation & Photography

9. Notify DLAZ Ltd in writing prior to the date of commencement if they do not wish for work to be documented or photographed. This documentation is primarily used for internal quality control, progress tracking, or marketing purposes.

Site Safety & Compliance

10. Clients must ensure a safe working environment for the team.
11. Any known risks, pets, or sensitive areas should be disclosed.

Third-Party Appointments

12. If the client engages other contractors, suppliers, or designers, they must coordinate access and responsibilities to avoid conflicts and compromises to our insurance policies.

Variations & Changes

13. Clients should notify DLAZ Ltd in writing if they wish to make changes to the agreed scope.
14. Understand that variations may affect costs, timelines, and deliverables.

Responsibility for Property

15. Clients must ensure valuables or fragile items are secured or removed from the work area.
16. DLAZ Ltd is not liable for damage to items not removed or protected unless caused by negligence.

Cooperation

17. Clients are expected to cooperate with the team and provide timely feedback, so the project can be delivered efficiently.

9. Force Majeure

Sometimes, events outside of our control can affect timelines. These include:

- Extreme weather;
- Strikes or labour disputes;
- Fire, flood, pandemic(s) or other natural disasters;
- Legal or access restrictions.

We will do our best to communicate and reschedule if needed.

10. Intellectual Property

All designs, plans, and media we create remain our intellectual property. You may not use these without our permission.

11. Termination & Dispute Resolution

Project Suspension and Termination

DLAZ Ltd. reserves the right to suspend or terminate any project in the event of: (i) late or non-payment of invoices; (ii) denial of access to the property; or (iii) failure to obtain or provide any necessary permissions or approvals.

Any work completed up to the point of suspension or termination shall remain fully chargeable and payable.

Dispute Resolution

Any dispute, disagreement, or claim arising out of or in connection with these Terms or the services provided shall, in the first instance, be addressed in accordance with DLAZ Ltd.'s Complaint Handling Procedures.

Should the matter remain unresolved, the dispute shall be referred to mediation, and if still unresolved, to arbitration in accordance with the laws of England and Wales.

12. General

These Terms are our full agreement with you regarding your project.

Any changes to these Terms must be agreed in writing by us.

If any part of these Terms is unenforceable, the rest still applies.

These Terms are governed by the laws of England and Wales.

Compliance

We are committed to maintaining a safe working environment and comply with all applicable health and safety legislation, regulations, and industry best practices. This includes the Health and Safety at Work Act 1974, relevant Construction (Design and Management) Regulations, and any other statutory requirements.

Building Control

All work carried out by DLAZ Ltd. is undertaken in accordance with the applicable Building Regulations in England and Wales, ensuring that structural, electrical, plumbing, and fire safety elements meet the required statutory standards. Where projects involve unique design specifications or properties that are Grade-listed or otherwise subject to heritage restrictions, certain regulatory requirements may need to be approached differently. In such cases, we will follow the guidance of the relevant authorities, conservation officers, or approved inspectors, and agree any necessary deviations or alternative solutions with you before work proceeds.

Client Conduct

DLAZ Ltd. maintains a professional and respectful working environment. Verbal abuse, harassment, or insulting behaviour towards our team will not be tolerated. We reserve the right to pause or terminate the project immediately if such behaviour occurs. Work completed up to that point will remain chargeable.

Disclaimer

Please note the Formal Quotation provided to our client(s) is indicative and the actual cost could differ due to availability, materials, supply chain issues and design. DLAZ Ltd reserves the right to adjust the price if it is necessary and more cost incurred due to additional expenses.