

AquaBlasting UK. (Beverley Lodge, Stockton-on-Tees, TS198HE), (hereinafter called “the company”) of one part and the customer whose name and address may be supplied with the work to the company (hereinafter called “the customer”) of the other part. Restoration hereby refers to multiple processes used by the company such as, polishing, panel beating, metal polishing, and vapour blasting. Work hereby refers to articles either in single component form or dismantled into many separate pieces by the customer or the company in view to restoring them to their original condition as far as reasonably practicable.

1. The customer agrees to pay the company to carry out the work specified by email, letter, job sheet or telephone.
2. The company may reserve the right to request the customer to pay a deposit prior to work commencing as detailed.
3. No variation of the terms of the agreement shall be binding upon the company unless in writing by a director of the company.
4. The cost to the customer is set out by email, letter, job sheet or telephone (known as the agreement). The company have the right to increase the cost on account of any of the following events:
 - A) The work to be carried out as specified in the agreement being amended in accordance with the instructions of the customer, or
 - B) On inspection of the goods, or after commencement of the work it becomes apparent that the work required is more extensive than the work set out in the agreement, or
 - C) Any variation in the cost of the necessary raw materials after the order date.
5. In relation to clauses 4B and 4C above the company will inform the customer of such price increases if they are apparent before the work is commenced and the customer may cancel the agreement, although the company reserves the right to commence and/ or continue work without notice to the customer if such a price increase does not exceed £35.
6. Any agreement to accept a reduction of an invoice due must be agreed by the company in writing. No verbal agreements made or suggested by any employee or representative will be binding unless made in writing by a director of the company.
7. The customer acknowledges that the quality of the completed work is dependent upon the condition and thickness of the base metal after removing all existing layers of grease, paint, rust and electro plated deposits and the complexity of the shape may cause areas of yellow staining commonly known as “Nickel Blows”. In the case of Mazak micro blisters and un-plated areas of low current density may occur.
8. The company reserves the right to decide on the standard of finish that is attainable with each component, taking into account 7 above the company will achieve the best possible finish obtainable while maintaining the serviceability of the component to function as originally designed. This may result in some common materials such as mazak left with surface pitting after restoration.
9. The company makes no claims or warranties as to the results or quality of the components achieved with finishes applied as a result of the age and condition of the base metal as in 7 above.
10. The company cannot be held responsible for any loss, damage or dissatisfactory results caused or achieved in the process of carrying out finishing other than loss of components or damage by negligence to the components.
11. Dissatisfactory results, damage or shortages must be drawn to the attention of the company on delivery. Any disputes arising from such issues must be made to the company and in writing or email at its trading address within 7 days of the invoice date.
12. Customers dissatisfied with components must return the aforesaid components to the company within 14 days of the invoice date for inspection, evaluation and report.
13. No responsibility for damage or quality of finish will be granted unless the company has made a declaration of receipt of such notice in writing.
14. The company will at its own discretion offer to re-apply finishes if it believes the achieved results is substandard or below the standard that the company deems acceptable based on 7-above.
15. If the company at its discretion attempts to re-apply finishes to improve dissatisfactory results. It will be done so purely at the customers own risk of making the finish worse or rendering the component unfit for purpose.
16. Items sent by post or by courier are done so at the customers own risk and customers are advised that items are properly insured and covered whilst in transit and in the possession of the company and its suppliers. The company cannot be held responsible for loss or damage in transit.
17. Items sent by the company will be done so on behalf of the customer and deemed the responsibility of the delivery agent and its insurers. The company shall not be liable for any consequential loss of the goods and work carried out on the said goods by the company.
18. It is the customers responsibility to supply detailed parts lists of the components sent or given to the company. In the absence of such lists the company will compile their own detailed lists but cannot be held responsible for any deviation at a later date.
19. Any property belonging to the customer which is sent to the company or left with the company by the customer is done so at the customers own risk. The company is not liable for loss or damage that may occur to any such goods in its possession.
20. Any date for completion given by the company, its representative or agent, although given in good faith, shall not be binding upon the company nor shall the company be liable for any consequential loss howsoever arising. Time shall not be the essence of the contract.
21. Upon completion of the work the company will notify the customer and payment will then be due. If payment is not received after 28 days interest will be charged at 8% over the bank of England base rate on a daily basis until the debt is paid in full. Storage charges may apply on goods held and not paid for after this period until disposal.
22. If the company does not receive payment from the customer within 28 days of notifying the customer that the work is completed, or if payment is not honoured for any reason the company has the right to in lien on the customers goods and sell any of the said goods which are in its possession and thereafter recover from the customer the shortfall (if any) of the sum due after giving credit for the net proceeds of sale after deductions of the costs of sale. The company may at its own discretion employ the services of a third party after a period of 28 days to recover any such outstanding debts. Further charges may apply to cover legal expenses and added to the debt.
23. As in 22 above the company cannot be held responsible for any loss resulting from the disposal of customers goods.
24. Whilst every care is taken to ensure there is no residue from the Aquablasing process. We recommend that all components are rewashed again and thoroughly cleaned & inspected before installation
25. Aquablasting UK cannot and will not be held responsible for any damage caused by improper cleaning after the blasting process
26. In the event of breach by the customer of any of the above conditions the customer shall be liable for the company’s legal costs, disbursements thereof incurred in enforcing of these terms and conditions.