



TERMS AND CONDITIONS

Mark James Building Contractors Ltd

1. General

These terms and conditions apply to all services provided by Mark James Building Contractors Ltd ("the Company") to the customer ("Client") for construction works, including but not limited to residential extensions, refurbishments, and repairs.

2. Quotations and Pricing

- All quotations are valid for 90 days unless otherwise stated.
- Quotations are based on information provided at the time and may be revised if the scope of work changes.
- Prices are exclusive of VAT unless otherwise specified.

3. Scope of Work

- Work will be carried out as per the agreed specification in the quotation.
- Any variations must be agreed in writing and may affect the final cost and completion time.

4. Payments

- Interim payments may be requested at agreed stages of the project.
- Final payment is due upon completion and inspection of the works.
- Late payments may incur interest at 4% above the Bank of England base rate.

5. Client Responsibilities

- The Client must ensure site access and the availability of services (water, electricity).
- The Client is responsible for obtaining any necessary planning permissions or permits unless agreed otherwise.

6. Company Responsibilities

- Work will be carried out with reasonable care and skill and in accordance with relevant UK building regulations.
- Waste will be managed and removed unless stated otherwise.

7. Delays and Force Majeure

- The Company will not be liable for delays caused by weather, third-party suppliers, or events beyond our control.
- Any such delays will be communicated, and revised timelines will be provided.

8. Warranties and Liability

- We offer a 12-month workmanship warranty from the date of completion.
- Materials may be covered by separate manufacturer warranties.
- Liability is limited to the value of the contract. We are not liable for indirect or consequential loss.

9. Cancellations

- Cancellation by the Client within 7 days of the agreed start date may incur a charge to cover losses.
- The Company reserves the right to cancel in the event of unforeseen circumstances and will provide a full refund of any advance payment made.

10. Governing Law

These terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.



PRIVACY POLICY

Mark James Building Contractors Ltd

Mark James Building Contractors Ltd ("we", "us", or "our") is committed to protecting your privacy and complying with the UK General Data Protection Regulation (UK GDPR).

1. Information We Collect

We may collect the following personal information:

- Name
- Address
- Telephone number
- Email address
- Project-related information

2. How We Use Your Data

We use your data to:

- Provide quotations and carry out contracted work
- Manage accounts and billing
- Communicate updates and respond to enquiries
- Comply with legal obligations

3. Legal Basis for Processing

We process your data on the basis of:

- Contractual necessity
- Legal compliance
- Legitimate interest (e.g., customer service and follow-up)

4. Data Sharing

- We do not sell your personal data.
- We may share data with subcontractors or suppliers where necessary to complete the works.
- We may also share data with accountants or legal advisors for regulatory compliance.

5. Data Storage and Retention

- Personal data is securely stored and retained for as long as necessary to fulfil the purpose for which it was collected.
- Typically, data is retained for 6 years for tax and insurance purposes.

6. Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion
- Object to or restrict processing
- Lodge a complaint with the Information Commissioner's Office (ICO)

7. Cookies and Website

If we use cookies on our website, this will be clearly stated in a separate cookie policy.

8. Contact

For privacy-related queries, contact us at:

Email: info@markjamesbuildingcontractors.co.uk

Address: 231 Cyncoed Road, Cyncoed, Cardiff, CF23 6NY