



RAZZLE DAZZLE SERVICES LIMITED

OUR TERMS AND CONDITIONS

(These form part of Our Contract with you and are available for your information on our website.)

Company Name: Razzle Dazzle Services Ltd

Email: info@razdaz.co.uk

Office Number: 01963 364588

Company Number: 08269437

Registered Office:

1 Victoria Terrace
Henstridge
Templecombe
Somerset
BA8 0RD
United Kingdom

1. Definitions

Company / Contractor – Razzle Dazzle Services Ltd.

Client – Any individual, organisation, company, authority, insurer, or representative instructing the Company to provide Services.

Services – Specialist remediation, environmental cleaning, decontamination, restoration, hazardous waste removal, or specialist cleaning works provided by the Company.

Site – The premises or location where the Services are carried out.

Quotation – A written estimate issued by the Company describing the proposed Services and costs.

Contract – The agreement formed between the Client and the Company consisting of the Quotation and these Terms and Conditions.

2. Formation of Contract

2.1 A Contract is formed when:

- the Client accepts a quotation
- the Client instructs the Company to attend Site
- emergency services are requested
- the Company commences works.

Acceptance may be written, verbal, or electronic.

2.2 Renewal Contract:

For certain ongoing services the Contract may renew automatically for successive service periods unless either party provides written notice of termination not less than **30 days prior to the renewal date**.

2.3 Changes To The Order:

The Client may request changes to the Services by contacting the Company. Any changes may result in adjustments to the price, schedule, or scope of the Services.



2.4 The Company reserves the right to amend these Terms from time to time. Updated Terms will apply to future contracts and services but will not affect existing contracts unless agreed in writing by both parties.

3. Specialist Remediation Services

3.1 The Company provides specialist remediation, environmental cleaning, and decontamination services including but not limited to the following:

- Chemical spill cleaning and environmental decontamination services
- Highways and road network incident response services
- Trauma biohazard and crime scene cleaning and clearance services
- Forensic residue cleaning services
- Grow house remediation and drug paraphernalia collection services
- Hypodermic needle and sharps collection services
- Graffiti removal and surface restoration services
- Headstone, memorial, and monument cleaning services
- Vehicle biohazard cleaning and decontamination services
- Prison cell and holding cell biohazard cleaning services
- Deceased animal removal and lawful disposal services
- Guano biohazard cleaning and decontamination services
- Environmental mould remediation services
- Asbestos removal and disposal services
- Asbestos waste collection and lawful disposal services
- Fire and smoke damage cleaning and restoration services
- Waste removal and lawful disposal services
- Hoarded property clearance and specialist clean-up services
- Vacant property clearance and move-in specialist cleaning services
- Healthcare and medical environment cleaning services
- Sanitisation and infection control services
- Vinyl graphics, floor sticker, and adhesive removal services
- Exterior cleaning services

3.2 The services listed above are not exhaustive and the Company may provide additional specialist remediation, environmental cleaning, decontamination, restoration, hazardous waste management, or related services where required.

3.3 The Client acknowledges that remediation works may reveal hidden defects, contamination, or structural deterioration.

3.4 If additional contamination, damage, hazardous materials, or structural issues are discovered during the course of the Services which were not reasonably identifiable at the time of quotation, the Company reserves the right to suspend works and provide a revised quotation for any additional works required.

3.5 Where additional works are required due to conditions discovered on site, changes requested by the Client, or hazards not previously disclosed, the Company reserves the right to vary the scope of works and issue a revised quotation.

3.6 The Company will undertake remediation using appropriate industry methods but cannot guarantee full restoration where materials are permanently affected.



3.7 The Company will make every reasonable effort to complete the Services within the estimated timeframes.

There may be delays due to events outside the Company's control.

4. Subcontractors

4.1 The Company reserves the right to appoint suitably qualified subcontractors to carry out part of the Services where necessary. The Company remains responsible for the performance of any subcontractors engaged to carry out the Services.

5. Emergency Response Services

5.1 The Company may provide 24-hour emergency response services including contamination incidents, trauma scenes, environmental hazards, and urgent remediation works.

5.2 Emergency mobilisation may involve immediate deployment of technicians, equipment, and specialist materials.

5.3 Emergency services may incur call-out charges, emergency labour rates, and mobilisation costs.

6. Client Responsibilities

6.1 The Client shall:

- provide safe access to the Site
- disclose known hazards including asbestos, chemicals, sharps, or biological contamination
- ensure utilities are available where required
- obtain any necessary permissions for access.

The Company shall not be liable for delays caused by restricted access.

6.2 The Client must notify the Company of any concerns regarding the Exterior Cleaning Works within **48 hours of completion** where reasonably practicable.

6.3 The Client must notify the Company of any concerns regarding any Specialist Service Works within **7 days of completion** where reasonably practicable.

Any complaints regarding the Services must be submitted in writing within these notification periods. The Company will investigate any complaint received and respond within a reasonable time.

7. Indemnity

7.1 The Client shall indemnify and keep indemnified the Company against any claims, losses, damages, liabilities, costs, or expenses arising from inaccurate or incomplete information provided by the Client, failure to disclose hazards or contamination, unsafe site conditions under the Client's control, or breach of these Terms.

8. Hazardous Materials

8.1 The Client must disclose the presence of hazardous materials including asbestos, chemicals, biological contamination, or dangerous substances.

8.2 If undisclosed hazards are discovered, the Company reserves the right to suspend works and revise the quotation.



9. Waste Removal and Disposal

9.1 Waste removed from Site may include hazardous or controlled waste.

9.2 All waste will be handled and disposed of via licensed waste carriers and authorised disposal facilities in accordance with environmental legislation.

9.3 Additional disposal charges may apply depending on waste classification, contamination level, weight, or treatment requirements.

10. Abandoned Property and Waste Ownership

10.1 Any waste, goods, materials, furniture, or items removed from the Site during the course of the Services shall be deemed abandoned unless the Client requests retention prior to the commencement of the Services.

10.2 The Company may dispose of such items in accordance with applicable waste regulations and environmental legislation.

11. Pricing

11.1 Prices are based on the information available at the time of quotation and the conditions reasonably expected at the Site.

11.2 Additional charges may apply where:

- contamination levels differ from those expected
- Site conditions change
- additional labour, equipment, PPE, or specialist access equipment is required
- waste disposal requirements change.

11.3 The Company reserves the right to adjust pricing where operational costs increase including labour, fuel, waste disposal, regulatory compliance, insurance costs, or inflation.

11.4 All prices are exclusive of VAT unless otherwise stated. VAT will be charged at the applicable rate.

11.5 Prices may also be revised where unforeseen contamination, hazardous materials, structural issues, or environmental conditions are discovered during the course of the Services.

12. Purchase Orders

12.1 Where the Client requires a purchase order (PO), it is the Client's responsibility to provide a valid PO prior to commencement of works.

12.2 Failure to provide a purchase order does not invalidate the Contract and the Client remains liable for all charges relating to the Services provided.



13. Payment Terms

13.1 Payment Structure

Unless otherwise agreed in writing, the following staged payment terms shall apply:

- **40% deposit** is required prior to commencement to cover equipment, materials, and booking.
- **40% payable midway through the project.**
- **Remaining 20% payable upon completion of works.**

13.2 Deposit Requirement & Scheduling

Materials will not be ordered and works will not be scheduled until the initial deposit has been received in cleared funds.

Where a start date has been provisionally agreed, the deposit must be received as cleared funds no later than 7 days prior to the agreed start date.

The Company reserves the right to delay or suspend works where staged payments are not made in accordance with these terms.

If the Client cancels the Contract after the deposit has been paid, the Company reserves the right to retain all or part of the deposit to recover reasonable costs already incurred, including administration, planning, equipment reservation, materials purchased or manufactured, and other commitments made in preparation for the Services.

Where the Company's reasonable costs exceed the deposit paid, the Company reserves the right to invoice the Client for the balance of those costs.

Any materials, equipment or goods purchased specifically for the Services shall remain the property of Razzle Dazzle Services Ltd

13.3 Standard Payment Terms

Where staged payments do not apply, payment is due within **7 days of the invoice date**.

13.4 Payment Methods

Payments should be made via bank transfer using the following details:

Account Name: Razzle Dazzle Services Ltd

Bank: HSBC

Sort Code: 40-18-00

Account Number: 21363603

Cheque, card, and direct debit payments may also be accepted at the Company's discretion.

13.5 Time of Payment

Time for payment shall be of the essence of the Contract.



13.6 Late Payment

If payment is not received by the due date, the Company reserves the right to charge interest on overdue sums and recover reasonable costs incurred in recovering the debt, where permitted by law and in accordance with these Terms and Conditions.

For commercial transactions, the Company also reserves the right to claim statutory interest, fixed debt recovery compensation and any additional sums recoverable under the Late Payment of Commercial Debts (Interest) Act 1998 (as amended). Statutory interest shall accrue daily from the payment due date until payment is received in full.

14. Refunds of Payment

14.1 Where the Client has made advance payment for Services that have not been provided, the Company will refund any amounts due within a reasonable period.

15. Retention of Title

15.1 All materials, equipment, or goods supplied by the Company shall remain the property of Razzle Dazzle Services Ltd until payment has been received in full.

15.2 The Company reserves the right, where legally permitted, to recover such goods or materials from the Site where payment has not been received in accordance with the agreed payment terms.

16. Credit Accounts

16.1 Where the Company agrees to provide services on a credit account basis, invoices must be paid strictly in accordance with the agreed payment terms.

16.2 The Company reserves the right to withdraw or suspend credit facilities at any time where payment performance is unsatisfactory or where there is reasonable concern regarding the Client's ability to pay.

17. Debt Recovery

17.1 Recovery Costs

Where invoices remain unpaid beyond the agreed payment terms, the Company reserves the right to recover all sums permitted by law, including but not limited to:

- Interest on overdue sums (where permitted by law or contract).
- Statutory interest (where applicable).
- Fixed debt recovery compensation (where applicable).
- Any additional reasonable debt recovery costs recoverable under applicable legislation.
- Legal costs (where recoverable).
- Debt recovery agency fees.
- Court fees and enforcement costs.



17.2 Administrative Charges

The Company may apply reasonable administrative charges for the management and recovery of overdue accounts.

17.3 Allocation of Payments

The Company reserves the right to allocate any payments received against any outstanding invoices at its discretion.

17.4 Suspension & Withholding of Services

The Company reserves the right to:

- suspend ongoing works
- withhold completion, reports, certification, or handover
- refuse future works

until all outstanding sums are paid in full.

18. Suspension of Services

18.1 The Company reserves the right to suspend ongoing or future services where invoices remain unpaid.

18.2 The Company shall not be liable for any consequences arising from suspension of services due to non-payment.

19. Minimum Charges

19.1 The Company reserves the right to apply minimum charges including call-out fees, standby charges, and mobilisation costs.

20. Cancellation

20.1 Cancellation Before Works Commence

If the Client cancels the Services before works commence, the Company may retain all or part of any deposit paid to recover reasonable costs already incurred, including administration, planning, equipment reservation and materials purchased specifically for the project.

20.2 Cancellation After Materials Have Been Ordered

Where bespoke or non-returnable materials have been purchased for the Client's project, the Client shall remain liable for the full cost of those materials.

20.3 Cancellation After Mobilisation

Where works are cancelled after labour, vehicles or equipment have been mobilised, the Client shall be liable for all reasonable labour, travel, mobilisation, equipment and administrative costs incurred.



20.4 Cancellation After Works Have Started

Where the Client terminates the Contract after works have commenced, payment shall be due for all work completed together with all reasonable costs incurred up to the date of termination.

21. Site Risk and Safety

21.1 The Client is responsible for ensuring the Site is safe for work to commence.

21.2 The Client must disclose any known hazards including structural instability, hazardous materials, aggressive individuals or animals, drug production environments, chemical hazards, excessive contamination, or other dangerous conditions.

21.3 The Company reserves the right to refuse entry to, or suspend work at, any Site where conditions are considered unsafe or where hazards have not been disclosed.

21.4 Where the Company attends Site but work cannot safely proceed, the Company reserves the right to charge for call-out, travel time, attendance, and any mobilisation costs incurred.

22. Working at Height

22.1 Where work requires working at height, the Company will comply with the Work at Height Regulations and may utilise ladders, scaffolding, MEWPs, or rope access.

22.2 Additional charges may apply for specialist access equipment.

23. Weather Conditions

23.1 Exterior works may be affected by weather conditions. The Company reserves the right to postpone works where weather conditions present safety risks.

24. Fire and Smoke Remediation

24.1 Fire and smoke remediation may involve removal of soot contamination, smoke residue, and odour contamination.

24.2 Permanent staining or odour penetration may occur where materials are porous or structurally affected.

25. Biohazard Remediation

25.1 Biohazard remediation may involve removal of blood, bodily fluids, decomposition contamination, and infectious materials.

25.2 The Company cannot guarantee the complete elimination of all pathogens.

26. Mould Remediation

26.1 The Company will remove visible mould contamination and apply antimicrobial treatments where appropriate.

26.2 Underlying causes including condensation, water ingress, or ventilation problems remain the responsibility of the Client.



27. Animal Carcass Removal

27.1 The Company may remove deceased animals including wildlife, domestic animals, or livestock.

27.2 Additional charges may apply depending on size, decomposition level, and contamination.

28. Contamination Migration

28.1 Contamination may spread within building cavities, ventilation systems, or concealed areas. The Company is responsible only for areas identified within the Quotation.

29. Hidden or Concealed Contamination

29.1 Due to the nature of biohazard, environmental contamination, mould growth, fire damage, or hazardous material incidents, contamination may exist within concealed areas including but not limited to:

- wall cavities
- flooring structures
- ceiling voids
- insulation materials
- ventilation systems
- structural materials.

29.2 The Company shall not be responsible for contamination discovered outside the agreed scope of works or within areas that were not reasonably accessible or identifiable at the time of quotation.

29.3 Where additional contamination is discovered during the course of the Services, the Company reserves the right to suspend works and provide a revised quotation for any additional remediation required.

30. Structural Materials and Remediation Works

30.1 During remediation works it may be necessary to remove contaminated building materials including flooring, plasterboard, insulation, fixtures, fittings, or structural components in order to effectively treat contamination.

The Company shall not be responsible for reinstatement, rebuilding, or replacement of materials removed during the course of remediation unless specifically agreed in writing.

30.2 The removal of materials may expose structural defects or damage that existed prior to the commencement of the Services.

31. Drug Laboratory and Chemical Contamination

31.1 Where the Services involve remediation of properties used for illegal drug production, chemical processing, or cannabis cultivation, the Client acknowledges that hazardous chemicals, toxic residues, and structural contamination may be present.

31.2 The Company shall take reasonable steps to remove contamination within the scope of the agreed Services but cannot guarantee the complete elimination of all chemical residues within structural materials or building components.



31.3 The Company shall not be responsible for environmental or structural contamination that existed prior to the commencement of the Services or that is located outside the agreed scope of works.

32. Insurance Claim Work

32.1 Where Services are undertaken in connection with an insurance claim, the Client remains responsible for payment of all invoices unless the insurer has confirmed in writing that they will pay the Company directly.

32.2 The Company shall not be responsible for any refusal, delay, reduction, or dispute by the insurer in relation to the Client's claim.

32.3 Where an insurer refuses or delays payment for any reason, the Client remains liable for payment of the Company's invoices in accordance with the agreed payment terms.

33. Photographic Documentation

33.1 The Company may take photographs before, during, and after works for documentation, insurance records, or regulatory compliance.

34. Parking, Permits and Access

34.1 Where parking permits, access permits, traffic management, or parking charges are required, these costs shall be the responsibility of the Client unless agreed otherwise.

35. Authority Restrictions, Scene Release and Investigation Delays

35.1 Where Services are performed at locations subject to investigation or control by law enforcement agencies, coroners, highways authorities, environmental agencies, or other public authorities, the Company shall not commence works until the Site has been formally released or permission to proceed has been granted by the relevant authority where required.

35.2 The Client is responsible for ensuring that any necessary permissions or releases have been obtained prior to the commencement of the Services.

35.3 The Company shall not be responsible for delays caused by restrictions imposed by such authorities.

35.4 The Company shall not be liable for any additional costs, delays, or operational disruption resulting from the actions or requirements of law enforcement, investigative bodies, or regulatory authorities.

35.5 Where the Company attends Site but works cannot proceed due to investigation restrictions, scene control, or lack of authority release, the Company reserves the right to charge for attendance, labour standby time, travel, equipment mobilisation, and associated operational costs.

35.6 Where works are delayed due to such restrictions, the Company reserves the right to revise schedules, labour allocation, and pricing where reasonably necessary.

36. Traffic Management and Highway Safety

36.1 Where Services are undertaken on highways, roads, public spaces, or other areas requiring traffic management or safety controls, the Client is responsible for ensuring that appropriate permissions, traffic management measures, and safety arrangements are in place unless otherwise agreed in writing.



36.2 Where additional traffic management measures, permits, lane closures, or specialist safety equipment are required, the Company reserves the right to charge for any associated costs.

36.3 The Company shall not be responsible for delays caused by road closures, traffic restrictions, or highway authority requirements.

37. Waste Classification and Hazardous Material Assessment

37.1 Waste generated during remediation works may require classification in accordance with environmental legislation.

37.2 Where waste classification or disposal requirements change following assessment by licensed waste facilities or environmental regulators, the Client agrees that any revised disposal or treatment costs shall be payable.

37.3 The Company shall not be responsible for delays or cost increases resulting from revised waste classifications or regulatory requirements.

38. Limitation of Liability

38.1 The Company shall perform the Services using recognised industry procedures, appropriate equipment, and trained personnel in accordance with applicable health, safety, and environmental standards.

38.2 Due to the nature of contamination, damage, staining, odour penetration, or material deterioration, the Company cannot guarantee the complete restoration of affected surfaces, materials, fixtures, or structures to their original condition. Some contamination, staining, discolouration, odours, or material damage may remain where such conditions are permanent or where contamination has penetrated porous materials or concealed areas.

38.3 The Company's obligation is to carry out remediation and cleaning services using reasonable skill and care within the agreed scope of works.

38.4 The Company's total liability shall not exceed £1,000,000 or the value of the Services provided, whichever is greater.

38.5 The Company shall not be liable for indirect losses including business interruption or loss of profit.

38.6 Nothing in these Terms shall limit or exclude liability for death or personal injury caused by negligence or for fraud.

39. Pre-existing Damage

39.1 The Company is not responsible for damage caused by pre-existing deterioration, structural defects, or contamination present prior to works.

40. Health and Safety

40.1 The Company operates under strict health and safety procedures and may suspend works where unsafe conditions are identified.

41. Environmental Compliance

41.1 The Company shall carry out the Services in accordance with all applicable environmental legislation, waste regulations, and recognised industry standards.



41.2 All waste generated during the course of the Services shall be handled, transported, and disposed of using appropriately licensed waste carriers and authorised disposal facilities in accordance with relevant environmental legislation.

41.3 The Company shall not be liable for environmental contamination, pollution migration, or hazardous conditions that existed prior to the commencement of the Services or that arise from circumstances outside the Company's reasonable control.

42. Confidentiality

42.1 Sensitive incidents including crime scenes or deaths will be treated as confidential except where disclosure is required by law.

43. Data Protection

43.1 Personal data will be processed in accordance with UK GDPR and the Data Protection Act 2018.

44. Insurance

44.1 The Company maintains Public Liability Insurance and Employers Liability Insurance.

45. Force Majeure

45.1 The Company shall not be liable for delays caused by events beyond its control including severe weather, natural disasters, or industrial action.

46. Governing Law

46.1 These Terms and any dispute or claim arising out of or in connection with them shall be governed by the laws of England and Wales.

46.2 The courts of England and Wales shall have exclusive jurisdiction to settle any dispute arising out of or in connection with these Terms.

Acceptance

By accepting a quotation, issuing a purchase order, instructing the Company to attend Site, or allowing the Company to commence Services, the Client confirms acceptance of these Terms and Conditions.