##### **TERMS, CONDITIONS AND PRIVACY**

##### **By booking the services of French Polishing and Finishing Limited you agree to abide by the terms, conditions and privacy policy listed here**

*In the following terms, conditions and privacy policy, We and Us shall refer to French Polishing and Finishing Limited.*

We endeavour to provide all our customers with the highest level of service. These “Terms and Conditions” will apply to and govern all contracts under which We, our affiliates, subsidiaries, agents or contractors acting on our behalf, agree to supply services and goods, and shall prevail over any terms and conditions of you, the client, whether referred to in your order or in correspondence and elsewhere, or implied by trade custom practice of course dealing. Any purported provisions to the contrary are hereby excluded or extinguished. No variation of these terms and conditions shall be effective unless previously agreed in writing.

### **Prices**

Prices and promotional offers are subject to change without notice. All services (including special offers and promotions) are subject to availability. In the instance that a project changes from the original quoted project, we will charge at the current daily rate all additional work undertaken. You will be informed of this procedure. Commercial Projects require payment of 50% prior to commencement of work, this is to cover costs of materials,to confirm the dates and to enter into administrative arrangements. The balance is required within 14 days of completion.

### **Payment terms and cancellations**

All payments should be made within 14 days of the date of invoice. If payment has not been received in full by this date, we reserve the right to charge interest on any outstanding balance at the statutory rate allowed by the Late Payment of Commercial Debts (Interest) Act 1998 from 14 days after the date of the invoice. We also reserve the right to cease work for you immediately so as not to incur additional costs.

### **Liability**

We shall under no circumstances be liable for any loss or damage or injury of any kind, whether direct, consequential or otherwise, arising in connection with the execution of a contract, or from any other cause whether or not due to the omissions of us, our staff, contractors, or agents, in excess of the contract invoice value.

### **Force Majeure**

We shall not be liable to you for any loss or damage which may be suffered by you as a result of the execution of a contract being delayed or hindered or made uneconomic by reason beyond our control including, but not limited to:

(a) Act of God, or riot, or strike, lock-out, trade dispute, labour disturbance, restriction or ban on overtime, accident, fire, flood or storm difficulty or increased expense;

(b) Failure by you to give adequate instructions, or supply the necessary information in due time;

(c) Failure by any third party to carry out their part of the work or otherwise perform their obligations when required.

### **Claims**

All claims in respect of material, goods or non-execution of the Contract must be made in writing and received by us no later than 14 days after the date of completion of work.

### **Data Protection (GDPR)**

We're committed to respecting your privacy. We will keep your information safe, never misuse it and never pass it on to other companies. Our privacy policy explains how we collect and use personal information. We recommend you read it in full before using this website or submitting any personal information - that way you know exactly what we'll be doing with the information you give us.

### **Waiver**

Any waiver by us of any breach of any the above terms and conditions shall be valid only if given in writing.

### **Law**

All contracts to which these terms and conditions apply shall be governed and construed in accordance with the laws of England and Wales, and the parties hereby submit to the jurisdiction of the courts of England and Wales.

### **Privacy Policy**

This privacy policy (“policy”) will help you understand how French Polishing and Finishing Limited (trading as The French Polishing Company - “us”, “we”, “our”) uses and protects the data you provide to us when you visit and use thefrenchpolishingcompany.co.uk (“website”, “service”).

We reserve the right to change this policy at any given time.

What User Data We Collect

When you visit the website, we may collect the following data:

* Your IP address.
* Your contact information and email address.

Why We Collect Your Data

We are collecting your data for several reasons:

* To better understand your needs.
* To improve our services and products.
* To send you promotional emails containing the information we think you will find interesting.
* To contact you to fill out surveys and participate in other types of market research.
* To customise our website according to your online behaviour and personal preferences.

Safeguarding and Securing the Data

French Polishing and Finishing Limited is committed to securing your data and keeping it confidential. French Polishing and Finishing Limited has done all in its power to prevent data theft, unauthorised access, and disclosure by implementing the latest technologies and software, which help us safeguard all the information we collect online.

Our Cookie Policy

Once you agree to allow our website to use cookies, you also agree to use the data it collects regarding your online behaviour (analyse web traffic, web pages you spend the most time on, and websites you visit).

The data we collect by using cookies is used to customise our website to your needs. After we use the data for statistical analysis, the data is completely removed from our systems.

Please note that cookies don’t allow us to gain control of your computer in any way. They are strictly used to monitor which pages you find useful and which you do not so that we can provide a better experience for you.If you want to disable cookies, you can do it by accessing the settings of your internet browser.

Restricting the Collection of your Personal Data

At some point, you might wish to restrict the use and collection of your personal data. You can achieve this by doing the following:

If you have already agreed to share your information with us, feel free to contact us via email and we will be more than happy to change this for you.

French Polishing and Finishing Limited will not lease, sell or distribute your personal information to any third parties. We might do so if the law forces us. Your personal information will be used when we need to send you promotional materials if you agree to this privacy policy.