

Terms & Conditions

the colour studio

FROM HORRY'S HOMES & GARDENS

1. SERVICE TYPE

ALL COLOUR STUDIO SERVICES ARE DIGITAL, REMOTE COLOUR CONSULTANCY PACKAGES.

NO IN-PERSON VISITS ARE INCLUDED, AND NO PHYSICAL PRODUCTS WILL BE SENT.

2. WHAT WE PROVIDE

WE PROVIDE PROFESSIONAL COLOUR GUIDANCE AND RECOMMENDATIONS BASED ON:

- CLIENT QUESTIONNAIRE RESPONSES
- PHOTOS AND MEASUREMENTS SUPPLIED BY THE CLIENT
- PROFESSIONAL DESIGN EXPERTISE

FINAL DECISIONS, PAINT PURCHASES, AND APPLICATION REMAIN THE RESPONSIBILITY OF THE CLIENT.

3. CLIENT RESPONSIBILITIES

TO ENSURE THE BEST POSSIBLE OUTCOME, CLIENTS AGREE TO:

- COMPLETE THE QUESTIONNAIRE FULLY AND ACCURATELY
- PROVIDE CLEAR, WELL-LIT PHOTOS OF THE SPACE(S)
- NOTIFY US OF ANY RESTRICTIONS (RENTAL RULES, FIXED FINISHES, ETC.)

WE CANNOT BE HELD RESPONSIBLE FOR OUTCOMES AFFECTED BY INCOMPLETE OR INACCURATE INFORMATION.

TERMS & CONDITIONS CONTINUED...

4. REVISIONS

- PACKAGES INCLUDE REVISIONS ONLY WHERE EXPLICITLY STATED
- MINOR REVISIONS RELATE TO COLOUR SWAPS OR TONAL ADJUSTMENTS
- REQUESTS THAT SIGNIFICANTLY CHANGE THE ORIGINAL BRIEF MAY INCUR AN ADDITIONAL FEE

5. PAINT COLOURS & VARIATIONS

PLEASE NOTE:

- COLOURS MAY APPEAR DIFFERENT DEPENDING ON SCREEN SETTINGS, LIGHTING, AND FINISH
- WE STRONGLY RECOMMEND ORDERING TESTER POTS BEFORE COMMITTING
- WE ARE NOT RESPONSIBLE FOR COLOUR DISSATISFACTION ONCE PAINT HAS BEEN PURCHASED OR APPLIED

6. REFUNDS & CANCELLATIONS

AS THIS IS A CUSTOM DIGITAL SERVICE:

- REFUNDS ARE NOT AVAILABLE ONCE WORK HAS COMMENCED
- CANCELLATIONS BEFORE QUESTIONNAIRE SUBMISSION MAY BE ELIGIBLE FOR A PARTIAL REFUND

7. INTELLECTUAL PROPERTY

ALL COLOUR PALETTES, DOCUMENTS, AND GUIDANCE REMAIN THE INTELLECTUAL PROPERTY OF THE COLOUR STUDIO & HORRY'S HOMES AND GARDENS.

THEY ARE FOR PERSONAL USE ONLY AND MAY NOT BE RESOLD, SHARED COMMERCIALY, OR REDISTRIBUTED.

8. LIABILITY

THE COLOUR STUDIO & HORRY'S HOMES AND GARDENS IS NOT RESPONSIBLE FOR:

- PAINTING ERRORS OR APPLICATION ISSUES
- CONTRACTOR WORKMANSHIP
- SUPPLIER STOCK CHANGES OR DISCONTINUED COLOURS

9. COMMUNICATION

ALL COMMUNICATION WILL TAKE PLACE VIA:

- EMAIL

WE AIM TO RESPOND WITHIN 1-2 BUSINESS DAYS.

TURNAROUND TIMES

TURNAROUND TIMES BEGIN ONCE THE COMPLETED QUESTIONNAIRE AND PHOTOS ARE RECEIVED.

STANDARD TURNAROUND

- THE COLOUR STARTER: 3-5 BUSINESS DAYS
- THE ROOM PALETTE: 5-7 BUSINESS DAYS
- THE FLOW EDIT: 7-10 BUSINESS DAYS
- WHOLE HOME COLOUR STORY: 10-14 BUSINESS DAYS

WEEKENDS & HOLIDAYS

TURNAROUND TIMES ARE BASED ON UK BUSINESS DAYS AND EXCLUDE:

- WEEKENDS
- UK BANK HOLIDAYS

QUESTIONNAIRE SUBMISSION & EXPIRY

TO PROCEED WITH YOUR COLOUR STUDIO PACKAGE, THE COMPLETED QUESTIONNAIRE AND REQUIRED PHOTOS **MUST BE SUBMITTED WITHIN 30 DAYS OF PURCHASE**. IF WE DO NOT RECEIVE THE REQUIRED INFORMATION WITHIN THIS TIME FRAME, THE PACKAGE WILL BE CONSIDERED EXPIRED AND NO REFUND WILL BE ISSUED. IF YOU NEED ADDITIONAL TIME, PLEASE CONTACT US - EXTENSIONS MAY BE GRANTED AT OUR DISCRETION IF REQUESTED WITHIN THE 30 DAY PERIOD.