WORKOO PAINTERS

Kitchen Cabinet, Benchtop & Surface Painting

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TERMS & CONDITIONS

Care Instructions, Conditions of Use & Limitation of Liability

The following conditions apply to all kitchen cabinet, benchtop, splashback, tile, and surface painting works completed by Workoo Painters. These conditions are essential to ensure the durability, appearance, and ongoing performance of the coating systems applied. These terms form part of the agreement between Workoo Painters and the client, together with our quote. They must be read by the client before work starts. If there is any inconsistency, the quote prevails as to price and scope, and these terms prevail on all other matters.

1. Nature of Painted Finishes

All surfaces completed by Workoo Painters involve professional coating systems applied to existing substrates and previously used surfaces.

Painted finishes are not equivalent to factory-manufactured laminate, stone, polyurethane, vinyl wrap, or engineered finishes. As such, all painted surfaces require careful handling, ongoing maintenance, and reasonable use.

Surface texture, previous wear, age of cabinetry, existing imperfections, and prior damage may still remain partially visible after completion due to the nature of resurfacing and repainting works.

2. Mandatory Curing Period (Critical – 30 Days Minimum)

A full curing period of approximately 30 days is required from the completion date.

During this curing period:

- No items are to be placed on benchtops
- No use of painted surfaces is permitted (e.g opening doors by using the door handles)
- No cleaning, wiping, or scrubbing
- No water exposure
- No heat or steam exposure
- No covering of surfaces
- No installation works or trade works should occur against painted surfaces unless approved

Failure to comply with these instructions may cause marking, peeling, scratching, denting, or coating failure.

Workoo Painters accepts no responsibility for damage caused during the curing period.

3. Care After Curing

Once fully cured, all painted surfaces must continue to be treated carefully.

Clients must:

- Lift objects rather than drag them
- Avoid impact from heavy or sharp objects
- Use chopping boards and protective mats
- Avoid cutting directly on painted benchtops
- Avoid placing hot pots, pans, kettles, air fryers, or heated appliances directly onto surfaces
- Avoid prolonged water exposure
- Avoid excessive force, pressure, or misuse

4. Cabinet Doors & Drawers

- Cabinet doors and drawers must be opened using handles only
- Long or sharp fingernails may scratch painted finishes
- Doors and drawers must not be slammed
- Excessive force or misuse may cause damage to painted edges and surfaces

5. Cleaning & Maintenance

After the curing period:

- Only mild, non-abrasive cleaning products are to be used
- Use soft cloths or non-abrasive sponges only
- Do not use scouring pads, steel wool, harsh chemicals, bleach, acetone, or abrasive cleaners
- Excessive scrubbing or aggressive cleaning methods must be avoided

6. Existing Surfaces & Pre-Existing Conditions

Workoo Painters paints over existing cabinetry, benchtops, splashbacks, tiles, and surfaces.

The client acknowledges that:

- Existing defects, movement, swelling, moisture damage, deteriorated laminate, loose edges, cracks, prior repairs, water damage, worn hinges, aged materials, or structural issues may affect the final result and longevity
- Previously damaged or poor-quality substrates may react differently to coatings
- Minor imperfections may still remain visible after painting due to the underlying condition of the surface

7. Third-Party Trades & Damage

Where plumbers, electricians, builders, installers, stone masons, appliance installers, or any other third-party trades attend the property before or after completion, the client must inform them that surfaces are professionally painted coatings.

Workoo Painters accepts no responsibility for damage caused by third parties including:

- Scratches
- Chips
- Tool damage
- Water damage
- Silicone removal
- Appliance installation damage
- Sink installation damage
- Drilling, cutting, or impact damage

8. Examples of Damage Not Accepted as Liability

The following are considered external damage or misuse and are not accepted as liability:

- Scratches from plates, utensils, appliances, or cookware or any other objects
- Heat damage
- Chips caused by impact
- Damage caused by fingernails
- Water damage
- Peeling caused by misuse or moisture exposure
- Damage caused by cleaning products
- Damage caused by third-party trades
- Normal wear and tear over time

9. Limitation of Liability

Workoo Painters accepts no liability for damage, deterioration, or issues arising from:

- Failure to follow care instructions
- Misuse or accidental damage
- Excessive moisture, heat, or steam
- Structural movement
- Existing substrate failure
- Third-party interference or damage

- Poor ventilation
- General wear and tear
- Lack of maintenance

The client acknowledges that painted resurfacing systems require ongoing care and maintenance and are not indestructible surfaces.

10. Quote, Scope of Works and Colour Selection

- The works to be performed and the price are set out in our written quote. Any work not listed in the quote is excluded.
- Colours, sheen levels and finishes are selected by the client and must be confirmed in writing (including by text or email) before work starts.
- Colours may appear different on screens, samples, swatches and under different lighting. Once a colour has been confirmed and applied, a change of mind is a variation and will be charged.
- Quotes are valid for 7 days from the date of issue.

11. Variations and Hidden Conditions

- Any change to the scope of works, including additional areas, colour changes or extra preparation, must be agreed in writing, with the price confirmed, before the extra work is carried out.
- If we discover hidden conditions once work starts (for example swollen or water-damaged board, delaminating surfaces, mould, or failed previous coatings), we will notify the client. We do not do any repairs of this kind as we are exclusively painters.

12. Payment Terms

- A deposit of 10% of the quoted price is payable to secure the booking.
- The balance is payable on the day when the kitchen makeover is finished by bank transfer or in cash.
- Overdue amounts may incur interest at 10% per annum, calculated daily, and the client is responsible for reasonable debt recovery costs incurred because of late payment.
- Minor touch-ups identified at the final inspection do not delay payment of the balance. We will attend to them promptly.

13. Client Responsibilities and Site Access

The client must:

- Provide safe and clear access to the work areas at the agreed times.
- Ensure the items in the cupboards and drawers do not touch the doors when closed, and clear benchtops, and remove valuables and fragile items, before work starts

- Provide access to power, water and a toilet for our team (if there is any planned work on the same day when the kitchen makeover is scheduled, we must be informed 3 days before the job starts)
- Keep children and pets away from the work areas at all times
- Ensure the work areas are well ventilated during and after the works
- Tell us before work starts about any known hazards, including asbestos, mould, electrical faults, or water leaks

Products may produce odours while they are being applied and while they cure. We will take reasonable care, but we are not responsible for replacing hardware that fails because of its age or condition.

14. Cancellation and Postponement

- The client must give at least 7 days written notice to cancel or postpone a booking.
- If the client cancels after the deposit is paid, Workoo Painters may deduct from the deposit the reasonable costs we have incurred, including materials ordered and booked time that cannot be filled. The remaining balance of the deposit will be held as a credit in the client's name and can be used towards other painting services provided by Workoo Painters, as agreed between the parties. The credit is valid for 12 months from the date of cancellation and cannot be exchanged for cash. This does not apply where the cancellation is caused by Workoo Painters being unable to perform the works.

15. Safety, Respect and Conduct on Site

Workoo Painters has a zero-tolerance policy towards harassment and unsafe behaviour. Our team has the right to work in a safe and respectful environment.

"Harassment" includes any verbal, physical, written or online abuse, threats, intimidation, aggressive or offensive behaviour, sexual harassment, discrimination, or bullying directed at any member of our team by the client, any occupant of the property, or any visitor. The client is responsible for the conduct of all persons at the property.

If our team is subjected to harassment, or if conditions at the property are unsafe, Workoo Painters reserves the right to:

- Immediately stop work and leave the property
- Suspend the works until we are satisfied it is safe to return
- Terminate the agreement by written notice (including by text or email)

If Workoo Painters terminates the agreement under this clause, the client must pay the full quoted price (including any agreed variations). This amount is payable on the day the termination notice is given, and Workoo Painters may retain any deposit or other payments already made towards it.

Workoo Painters may report threatening or violent behaviour to the police.

16. Defects and Complaints

- At completion, the client must inspect the works together with a member of our team to confirm that all painting has been completed as quoted and checked. Any concerns should be raised during this final inspection.
- The client must give Workoo Painters reasonable access and a reasonable opportunity to inspect and rectify any defect before engaging another person to do so.
- Any concern about the works does not entitle the client to withhold more than a reasonable amount relating to the specific item in question.

17. Photos and Social Media

Workoo Painters may photograph and film the works before, during and after completion. We may use these photos and videos on our website, social media and in our advertising. We will not show the client's name, address, family members or personal items without their permission.

18. Acceptance of Conditions

By proceeding with the works and/or using the painted surfaces following completion, the client acknowledges and accepts these conditions and agrees to maintain all painted surfaces in accordance with the above instructions. The client confirms that they have read and understood these terms before work starts, including clauses 2 (Curing Period), 12 (Payment Terms), 14 (Cancellation) and 15 (Safety, Respect and Conduct on Site).