

THE HORSHAM TASKER

1. About Motionway Limited

Motionway Limited provides handyman, carpentry, decorating and small home-improvement services. Work may be delivered by Martin Thomas or a Motionway-approved subcontractor. All bookings, quotes and services are provided under these Terms & Conditions.

A) BOOKINGS & SCHEDULING

2. Self-Serve Online Bookings

- Online bookings are **task-based**.
- Clients select the tasks they want completed; the system automatically calculates the **required time**, including setup and travel.
- This time is **reserved exclusively** for the client.

3. Reserved Time is Chargeable

- Once a booking is confirmed, the reserved time is **fully chargeable**, regardless of:
 - Missing or incorrect materials
 - Access issues
 - Client not present
 - Tasks taking less time than estimated
- Motionway cannot fill that time slot with another booking at short notice.

B) MATERIALS & INSTALLATIONS

4. Client-Supplied Materials

If the client provides their own materials (shelves, brackets, taps, lights, silicone, paint, screws, etc.):

- They must be **complete, suitable, fit for purpose, and ready for installation**.
- Motionway cannot guarantee the quality, durability, or performance of any client-supplied materials.
- If work cannot be completed due to missing, incorrect, or unsuitable items, the booked time remains fully chargeable.
- Additional visits will require a **new booking or separate quote**.

5. Paints & Finishes Supplied by the Client

- Motionway cannot guarantee the finish, coverage or durability of client-supplied paints.
- Issues caused by low-quality or unsuitable paints are not covered under any workmanship guarantee.
- Recoating or rectification will be quoted as additional work.

6. Materials Supplied by Motionway

- All materials supplied by Motionway are charged at cost plus markup.
- Once installed, these materials are covered under our workmanship guarantee, provided they have not been altered or damaged by the client.

C) CANCELLATIONS & FAILED APPOINTMENTS

7. Client Cancellations

- **More than 24 hours' notice:** No charge.
- **Less than 24 hours' notice:** Up to 100% of the booking value may be charged due to reserved time.
- **Same-day cancellation or no-show:** Full booking value is chargeable.

8. Client Not Present / Access Not Available

If we arrive and cannot gain access or the client is not available, the booking is chargeable in full.

D) WORKMANSHIP, LIMITATIONS & GUARANTEES

9. Workmanship Guarantee

- Motionway guarantees workmanship on tasks using materials supplied by us.
- This excludes:
 - Client-supplied materials
 - Pre-existing defects
 - Structural issues
 - Damp, leaks, or conditions outside our control
 - Wear and tear
 - DIY modifications performed by the client after the job

10. Limitations on Responsibility

Motionway is not liable for:

- Failures caused by client-supplied parts
- Hidden or concealed services (wiring, plumbing, pipes) not disclosed by the client
- Structural or environmental issues
- Old or fragile surfaces (crumbling plaster, loose tiles, old paint, etc.)
- Damage resulting from items fixed to weak or unsuitable walls
- Movement in timber, plaster or silicone over time

E) QUOTES, PRICING & PAYMENTS

11. Quotes

- Quotes remain valid for 14 days unless otherwise stated.
- Additional work outside the approved scope will be quoted separately.
- Self-serve bookings include the calculated labour only; material costs may be added if required.

12. Pricing

- All pricing includes VAT.
- Motionway is on the **VAT Flat Rate Scheme**.
- Materials supplied by Motionway are subject up to a **50% markup**.

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13. Payment Terms

- Payment is due upon receipt of invoice.
- Late payments may incur interest or admin fees as permitted by UK law.
- Failed direct debits or card payments may incur additional charges.

F) RETURN VISITS

14. Follow-Up Work

If a return visit is needed due to client-supplied materials being late, missing, or incorrect:

- It is treated as a **new job**.
- A new booking, quote or minimum charge applies.
- Goodwill discounts are discretionary and not repeated automatically.

G) HEALTH, SAFETY & PROPERTY

15. Safety

- Pets and children must be kept away from tools, equipment and work areas.
- The client is responsible for ensuring safe access.

16. Property Condition

- We take reasonable care in your home, but we are not responsible for:
 - Pre-existing damage
 - Damaged caused by unstable walls, fixtures or surfaces
 - Movement or failure of old materials
 - Damp, leaks or water ingress affecting the work after completion

H) GENERAL TERMS

17. Photographs

We may photograph the work for records, marketing and training unless you request otherwise.

18. Subcontractors

Work may be carried out by Motionway-approved subcontractors acting on our behalf.

19. Acceptance of Terms

By booking a service with Motionway Limited, the client accepts these Terms & Conditions.