Sandhay Constructions Ltd. can accept electronically payments for your convenience. This document sets out the policy only for the payment(s) made over the phone, fax, mail order or email.

Contact address:

Sandhay Constructions Limited  
Uxbridge House  
Floor3, Suite 2  
460 – 466 Uxbridge Road  
Hayes   
UB4 0SD

Email: [payment@sandhayconstructions.com](mailto:payment@sandhayconstructions.com)  
 [info@sandhayconstructions.com](mailto:info@sandhayconstructions.com)

**Information storage**

Sandhay Constructions Ltd. will maintain records to maintain an audit trail of when the payment was made, the amount paid and the works for which the payment was made. Sandhay Construction Ltd. will however not store any details of the card used to make the payment.

**Price list**

There is no set price list due to the nature of the business and costs are to be agreed with the customer before work is to be carried out. Where a written price is not agreed or the client choses to pay before a written quote is agreed or chooses not to have a written quote and a price is agreed as a verbal agreement, then the client making the payment is an essence an client’s agreement to acceptance of the quoted price .

**Refund / Cancellation**

In an event where the customer requests a refund for the payment that has been made for any ‘additional work’ or work not as part of the original contract, a refund will be made ONLY if the work agreed has not commenced and the customer has given us at least 2 working days’ written notice before the date work is due to commence.

In an event where the written notice is given within 2 days of commencement date the amount to be refunded will be amount agreed minus the cost of any material purchased for the work to be undertaken.

In an event the customer wants a refund where the work has commenced or after the work is finished NO refunds will be made.

**Delivery**

The timescale of delivery will vary due to the nature of the work and the extent of work commissioned by the customer, therefore timescale for the delivery is to be agreed with the client and the client making a payment for the work is an acceptance of the timescale.

For any monies payment which are part of the original signed contract please refer to the contract terms and conditions signed at time of the contract. The above policy only applies to the the payment(s) made for additional works which were not part of the original work.