

Customer Payment Policy 2026.



Estimates and Acceptance -

All estimates are provided in advance and are valid for 30 days.

Work will begin once the customer has accepted the estimate in writing.

Deposits -

A deposit of 50% will be required for:

- Damp repairs
- Larger or multi-day jobs
- Jobs requiring parts to be ordered

Deposits help cover materials and secure booking dates.

Deposits are non-refundable once the work has started or parts have been ordered, unless the booking is cancelled by H&T Caravan Damp Repair Specialists.

Payment Timing -

Standard repairs: Payment is due on completion of the work.

Larger Jobs: The remaining balance is due on completion of the work before the Caravan/Motorhome is collected as agreed in advance.

Accepted Payment Methods -

We accept:

- Cash
- Bank Transfer

Payment details will be provided on the estimate and invoice.

Invoices -

Invoices will be issued by email: paper copy can also be sent if requested.

Customers are encouraged to review invoices promptly and raise any questions within 7 days.

Late Payments -

We understand that things happen and will always aim to resolve payment issues fairly.

Payment not received by the agreed due date may:

Incur a late payment charge in line with the Late Payment Of Commercial Debts (interest) Act 1998 where applicable result in future work being paused until the account is settled or removal of any parts owned by H&T Caravan Damp Repair Specialists.

Damp repairs - Important Note:

Damp repairs are based on findings at the time of inspection - including findings through a no-fee consultation for an estimate.

If additional issues are discovered during repairs, these will be **discussed and quoted before extra work is carried out.**

Cancellations -

We please ask for at least **48 hours' notice** for cancellations.

Late cancellations or no-shows will result in a loss of deposit to cover time and costs.

Refunds -

Labour charges are non-refundable once the work has been completed.

Any concerns with workmanship should be reported as soon as possible - we are committed to putting things right where appropriate.

Policy Updates -

This payment policy may be updated from time to time.

The latest version will always apply at the time of the booking.