



MCR SURFACING LTD

Customer Terms & Conditions

For quotations and surfacing work supplied by MCR Surfacing Ltd.

VERSION 1.0 | 22 AUGUST 2026

Customer Terms & Conditions

These terms explain how quotations, bookings and surfacing work are handled by MCR Surfacing Ltd. Your quotation will set out the project-specific scope, price and payment arrangements.

IMPORTANT

Nothing in these terms limits your statutory rights. Keep this document with your accepted quotation.

1. About us

MCR Surfacing Ltd is a company registered in England and Wales under company number 17172324. Our registered office is Outwood House, Flat 6 Griffin Farm Drive, Heald Green, Cheadle, Cheshire, SK8 3AN. You can contact us at mcrcsurfacingltd@gmail.com or on 07949 262043.

2. Enquiries, quotations and the contract

An enquiry or site visit does not by itself create a contract. We will normally provide a written quotation describing the proposed work, price and any project-specific assumptions. Unless stated otherwise, a quotation is open for acceptance for 30 days.

A contract is formed when you accept the quotation in writing or pay a requested deposit, whichever happens first. These terms and the accepted quotation together form the contract. If a quotation and these terms differ on a project-specific point, the written quotation takes priority for that point.

3. Information about the site

You must provide information that could reasonably affect the work, price or safety of the site. This includes known underground services, drainage, access restrictions, boundaries, shared access, contaminated ground and previous structural or surfacing problems.

Measurements and assessments made before excavation are based on what can reasonably be seen at the time. Any important assumptions will be recorded in the quotation where appropriate.

4. Permissions, access and your responsibilities

Unless the quotation says otherwise, you are responsible for obtaining any planning permission, landlord or management-company consent, dropped-kerb approval, highway approval or other permission needed for the work.

You must provide safe and reasonable access to the site, keep the working area clear, secure pets and children away from the work, and tell us about any access times or site rules before work starts.

5. Preparation and hidden ground conditions

The quotation will describe the preparation included so far as reasonably possible. Excavation can reveal unsuitable sub-base, soft ground, buried structures, undocumented services, drainage defects or contamination that could not reasonably have been identified beforehand.

If unexpected conditions require extra work, we will explain the issue and seek written agreement to any change in scope, price or timing before carrying out that extra work, except where immediate action is reasonably necessary to make the site safe.

6. Materials, levels and appearance

Materials will be suitable for the agreed purpose and installed in accordance with the accepted quotation. Minor variation in colour, texture and aggregate is normal between batches and between new and existing surfaces. Joins, patches and transitions to adjoining surfaces may remain visible.

Tarmac and asphalt can soften in unusually hot weather and can be marked by sharp objects, heavy point loads, fuel, oil or vehicle steering while stationary. Some aggregate loss and natural weathering can occur as the surface settles and ages.

7. Changes and additional work

Any requested change or additional work should be agreed in writing. We will set out the effect on price and timing where reasonably possible. Verbal site discussions do not change the contract unless confirmed in writing.

8. Dates, weather and delays

Proposed start and completion dates are estimates unless expressly stated to be fixed. Surfacing work depends on safe access, material availability, plant, ground conditions and suitable weather.

We are not responsible for delay caused by events outside our reasonable control. We will keep you informed and rearrange the work as soon as reasonably practical.

9. Deposits and payment

The quotation will state any deposit, stage payment and final-payment requirements. You must pay valid invoices by the date shown. We may pause work after giving reasonable notice if an undisputed payment is overdue.

You must not unreasonably withhold the whole final balance because of a minor concern. This does not affect your right to withhold a reasonable amount genuinely connected with work that you say is incomplete or defective, or any other statutory right.

10. Consumer cancellation rights

If you are a consumer and the contract is made entirely at a distance or away from our business premises, you will generally have 14 days from the day after the contract is made to cancel without giving a reason, unless an exception applies.

To cancel, send a clear written statement to our postal or email address. You may use the model cancellation form in this document, but you do not have to.

If you ask us in writing to begin during the cancellation period and then cancel, you may have to pay a proportionate amount for work supplied before cancellation. If the service is fully performed within that period after your express request and acknowledgement, the right to cancel may be lost. These consumer cancellation rights do not apply in the same way to business customers.

11. Completion and concerns

We will tell you when the agreed work is complete. Please raise any visible concern promptly and give us a reasonable opportunity to inspect and, where appropriate, put matters right before arranging for another contractor to alter the work.

12. Workmanship and guarantees

We will carry out the work with reasonable care and skill. Any separate workmanship or product guarantee, including its duration and conditions, will be stated in the quotation or a separate written guarantee.

Unless caused by our failure to use reasonable care and skill, a guarantee does not cover fair wear and tear, misuse, overloading, chemicals or fuel, root growth, ground movement, extreme weather, damage by others, alterations by third parties, or problems caused by services or site conditions that were hidden or not disclosed. Your statutory rights are unaffected.

13. Aftercare

You must follow any reasonable aftercare instructions, including when the new surface can first be walked or driven on. Failing to follow those instructions may affect our responsibility for resulting damage.

14. Photographs

We may photograph the site to record progress, quality and completion. We will only use identifiable project photographs for marketing with your permission and will take reasonable steps to obscure house numbers, number plates and other identifying details.

15. Liability and statutory rights

Nothing in the contract excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory rights as a consumer.

We are responsible for loss or damage that is a foreseeable result of our breach of contract or failure to use reasonable care and skill. We are not responsible for losses that were not foreseeable, or for business losses suffered by a consumer. Different lawful limits may be agreed in writing for a business customer.

16. Complaints

Please contact us first so that we can understand and try to resolve the issue. Email mcrsurfacingltd@gmail.com or call 07949 262043, quoting the site address and quotation or invoice reference where possible.

17. Privacy

We use customer and site information to handle enquiries, quote, carry out work, keep appropriate business records and meet legal obligations. Further information is available at mcrsurfacing.com/privacy.

18. Website information and images

Website information is general and is not a project quotation. Illustrative or AI-created images are labelled and should not be treated as photographs of completed MCR Surfacing projects. The agreed written quotation describes the work included for your site.

19. Governing law

These terms are governed by the law of England and Wales. If you are a consumer living elsewhere in the United Kingdom, you retain any mandatory protections and may bring proceedings in the courts available to you under applicable law.

20. Acceptance

Acceptance of a quotation confirms that you have had the opportunity to read these terms and agree that they form part of the contract. The acceptance form below is optional; written acceptance by email, message or another agreed method may also be used.

Customer acceptance

Use this page with the relevant quotation if a signed paper acceptance is preferred. Email or message acceptance may also be used where agreed.

QUOTATION REFERENCE	
CUSTOMER NAME	
SITE ADDRESS	
CONTACT NUMBER / EMAIL	

I accept the quotation identified above and confirm that I have had the opportunity to read the MCR Surfacing Ltd Customer Terms & Conditions, version 1.0 dated 22 August 2026. I agree that the quotation and these terms form the contract.

CUSTOMER SIGNATURE	DATE

Accepted for MCR Surfacing Ltd (optional):

NAME / SIGNATURE	DATE
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Model cancellation form

Complete and return this form only if you wish to cancel a qualifying consumer contract. You may instead send any other clear written statement of cancellation.

SEND TO

MCR Surfacing Ltd
Outwood House, Flat 6 Griffin Farm Drive
Heald Green, Cheadle, Cheshire, SK8 3AN
Email: mcrcsurfacingltd@gmail.com

I give notice that I cancel my contract for the following service:

**QUOTATION / CONTRACT
REFERENCE**

DATE CONTRACT MADE

CUSTOMER NAME

CUSTOMER ADDRESS

CUSTOMER SIGNATURE

DATE

For electronic cancellation, an email or message clearly identifying you and the contract is sufficient. Keep a copy of the cancellation notice.

Request to start during the 14-day cancellation period

Complete this only when you are a consumer with a qualifying distance or off-premises contract and you want work to begin before the normal 14-day cancellation period has ended.

QUOTATION / CONTRACT REFERENCE	
CUSTOMER NAME	
SITE ADDRESS	
REQUESTED START DATE	

I expressly request that MCR Surfacing Ltd begins the contracted service before the end of the 14-day cancellation period. I understand that if I cancel after work has begun, I may have to pay a proportionate amount for work supplied up to cancellation. I also understand that if the service is fully performed within the cancellation period, after this request and acknowledgement, I may lose the right to cancel.

CUSTOMER SIGNATURE	DATE

KEEP THIS DOCUMENT

Website: mcrcsurfacing.com/terms
Phone: 07949 262043
Email: mcrcsurfacingltd@gmail.com