

Kayvic Ltd – Terms & Conditions

Last Updated: 1 January 2026

1. Definitions

“Kayvic” means Kayvic Ltd, registered in England and Wales (Company No. 16608860), Unit 22, Capel Hendre Industrial Estate, Ammanford, SA18 3SJ.

“Client” means any individual, business, contractor or organisation purchasing goods and/or services from Kayvic.

“Goods” means any decorative mouldings, exterior components, interior products or other items manufactured or supplied by Kayvic.

“Services” means any survey, design, manufacture, delivery, installation, restoration, or related work carried out by Kayvic.

2. Scope of Agreement

These Terms apply to all Clients, whether for supply-only orders or supply-and-installation contracts. No other terms or conditions shall apply unless agreed in writing by a director of Kayvic.

3. Quotations

Quotations are valid for 30 days unless stated otherwise.

Quotations do not include planning permission, building control approval, structural calculations, or professional surveys unless explicitly stated in writing.

Any changes to specifications, quantities, site conditions or access requirements may result in revised pricing.

4. Deposits and Payment Terms

A 50% deposit is required at the time an order is placed.

Manufacture will not begin until the deposit has been received.

The remaining balance is due within 7 days of the fitting date or delivery date, whichever applies.

Kayvic may suspend production, postpone installation, or withhold delivery if payments are not made as agreed.

5. Custom and Made-to-Order Products

All Kayvic mouldings are made to order.

Once production has commenced, the Client becomes liable for the full value of the order.

Orders cannot be cancelled or altered once moulds have been prepared or manufacturing has started.

6. Cancellations and Rescheduling

Cancellations after production has commenced are non-refundable.

If a fitting date is cancelled or rescheduled with less than 7 days' notice, Kayvic may charge for labour time, workshop time, materials prepared, travel, and associated costs.

7. Delivery

Delivery dates are estimates only.

Kayvic is not responsible for delays caused by third-party carriers, limited or unsafe site access, road closures or transport issues, or failure of the Client to be present at delivery.

Risk in the Goods passes to the Client upon delivery to site.

The Client is responsible for safe storage once delivered.

8. Installation

The Client must ensure safe and reasonable access for vehicles and installers, a secure and suitable working environment, and completion of all preparatory work before the installation date.

Kayvic is not responsible for delays caused by other trades, incomplete building work, or undisclosed obstacles or access restrictions.

Additional labour or return visits due to site unpreparedness will incur extra charges.

9. Planning Permission and Building Regulations

It is the Client's responsibility to obtain any required planning permissions, building control approvals, or structural assessments.

Kayvic accepts no liability for work carried out without required approvals.

10. Force Majeure

Kayvic shall not be liable for delays or failure to fulfil obligations due to circumstances beyond our control, including extreme weather, fire, flood, accidents, illness, labour shortages, supply chain disruptions, or acts of God.

In such cases, delivery or installation may be rescheduled without liability.

11. External Environment and Maintenance

Kayvic is not responsible for delays or damage caused by environmental conditions including excessive moisture, heat, frost, or severe weather.

Exterior products must be installed, sealed, painted and maintained according to Kayvic's guidance.

Failure to follow maintenance recommendations may void guarantees.

12. Liability

Kayvic's total liability for any claim arising out of the supply of goods or services is limited to the value of the contract.

Kayvic is not liable for indirect or consequential losses, loss of profit, business or opportunity, delays caused by third parties or site issues, or damage caused by improper storage, poor handling, or incorrect installation by others.

Nothing in these Terms excludes liability for death or personal injury caused by Kayvic's negligence.

13. Ownership of Goods

Ownership of Goods remains with Kayvic until payment has been received in full.

Kayvic reserves the right to reclaim or remove Goods if payment is not made, where legally permissible.

14. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Complaints

All complaints must be submitted in writing to: sales@kayvic.co.uk

Kayvic will acknowledge receipt within 5 working days.

A full response or proposed resolution will be provided within 14 working days, although additional time may be required for complex issues or site inspections.

Verbal complaints cannot be investigated without written confirmation.

16. Guarantee

Kayvic provides a 15-year guarantee on all exterior mouldings supplied and fitted by Kayvic's own installation team. This guarantee covers defects in manufacture and workmanship, provided installation, sealing, painting and maintenance guidelines are followed.

For Supply Only orders, Kayvic guarantees manufacturing quality at the point of delivery only. Kayvic is not liable for installation errors, incorrect fixings or adhesives, damage caused by others, unsuitable surfaces, building movement, or failure to maintain products.

The guarantee does not cover natural weathering, cosmetic changes, or deterioration caused by extreme environmental conditions.

17. Intellectual Property

All designs, moulds, patterns, drawings, techniques and processes used or created by Kayvic remain the exclusive intellectual property of Kayvic unless explicitly transferred in writing.

Clients may not copy, reproduce or commission replicas of Kayvic products or designs without written consent.

18. Indemnity

The Client agrees to indemnify Kayvic against any claims, losses or damages arising from the Client's negligence, misuse of products, failure to follow maintenance guidelines, or third-party installation.

19. Third-Party Work Limitation

Kayvic is not responsible for defects, failures or damage caused by third-party installation, modification or repair. Any such actions will void all guarantees and limit Kayvic's liability.

20. Data Protection

Kayvic will handle all client information in accordance with UK data protection laws.

Personal data is used solely for order processing, communication and legal compliance, and is not shared with third parties except where necessary for service delivery.

21. Dispute Resolution

In the event of a dispute, both parties agree to attempt resolution through negotiation or mediation before court proceedings are initiated.