Forest3 Design & TWJ Painting Services

Standard Terms & Conditions

1. Parties and contract documents

These Terms & Conditions apply to quotations, invoices, supply orders, installation works and related services provided by Forest3 Design Pte Ltd, TWJ Painting Services, or their appointed teams, unless otherwise agreed in writing.

The contract documents may include the quotation, approved drawings, marked-up photos, scope of work, product schedules, samples, care guides, warranty schedules, purchase orders, variation orders, email/WhatsApp confirmations and these Terms & Conditions. If there is inconsistency, the signed quotation or project-specific written agreement will prevail over these general terms.

2. Quotation validity and acceptance

Unless stated otherwise, quotations are valid for 14 calendar days from the quotation date. Prices may be revised after expiry due to material cost, stock availability, delivery charges, site access changes or changes in project scope.

A quotation is considered accepted when the client signs the quotation, issues a purchase order, confirms acceptance in writing, pays the required deposit, requests material ordering, or allows work to commence.

3. Scope, price and exclusions

The quoted price is based strictly on the stated scope, area, height, product type, finish, drawings, site photos and assumptions listed in the quotation. Any item not expressly stated as included is excluded.

Unless stated in the quotation, prices exclude major substrate repair, hacking, carpentry, electrical works, glass works, scaffolding, PE endorsement, permit fees, after-office-hour work, parking, ERP, disposal of unrelated waste, reinstatement by other trades and rectification of defects caused by previous or third-party works.

- For main contractors: shop drawings, method statements, safety documents, risk assessments, insurance submissions, induction time and site coordination requirements may be chargeable if not included in the original quote.
- For residential owners: furniture shifting, deep cleaning, curtain/blind removal, appliance disconnection, concealed leakage repair and existing mould root-cause repair are excluded unless specifically quoted.

4. Payment terms

Standard payment terms are 50% deposit upon acceptance and 50% balance upon completion, unless otherwise stated in the quotation. For large or phased projects, progressive payment milestones may apply.

For supply-only, custom-made, imported, special-order or non-stock products, full payment or a higher deposit may be required before ordering. Materials ordered for a confirmed project may not be refundable or returnable.

For main contractors or corporate accounts, credit terms are subject to prior approval in writing. The issue of a purchase order does not automatically grant credit terms unless accepted by Forest3 Design in writing.

- Invoices are payable by the due date stated on the invoice.
- Late payment may result in suspension of delivery, installation, warranty response, further works or handover documents until payment is received.
- All prices quoted are exclusive of GST as Forest3 Design Pte Ltd is not currently GST-registered. Should our GST registration status change, GST will be charged in accordance with prevailing Singapore GST rules from the effective registration date.

5. Client and site responsibilities

The client must ensure that the site is ready, safe, accessible and suitable for the quoted works on the agreed date. The client is responsible for providing accurate dimensions, drawings, photos, site restrictions and usage requirements before confirmation.

The client must provide clear access, sufficient lighting, power, water where required, lift/loading access, building-management approval, parking/loading arrangements, work permits and any necessary site approvals unless expressly included in the quotation.

- The client must remove or protect valuables, fragile items, electronics, artwork, curtains, blinds, personal items and furniture from the work area before work starts.
- Where other contractors are present, the client or main contractor must coordinate trade sequencing so that Forest3/TWJ works are not damaged or delayed by others.
- If work cannot proceed due to site unreadiness, access restrictions, missing approval, wet substrate, unsafe conditions or obstruction by other trades, abortive trip charges, waiting time or rescheduling charges may apply.

6. Site readiness, substrate condition and surface preparation

All surface-finish work depends heavily on the condition of the underlying wall, ceiling, glass, panel, floor or substrate. The final appearance and performance may be affected by existing defects, moisture, weak paint, cracks, uneven plaster, water seepage, alkalinity, dust, oil, silicone, adhesive residue, surface movement, hollowness or concealed defects.

Standard preparation includes only the preparation described in the quotation. Additional hacking, levelling, skim coat, plaster repair, mould-source treatment, waterproofing, water-seepage repair, primer systems, sanding, sealing or rectification works are chargeable unless already included.

- Forest3/TWJ may recommend additional preparation after site inspection. If the client declines recommended preparation, the final appearance, adhesion, durability and warranty coverage may be affected.
- Where work is carried out over existing surfaces, Forest3/TWJ is not responsible for failure caused by the existing substrate, old coating, hidden moisture, structural movement or third-party workmanship.

7. Samples, colour, texture and finish tolerance

Samples, catalogues, photos, digital images and showroom displays are guides only. Actual colour, texture, sheen, reflection and finish may vary due to lighting, substrate, wall condition, application method, hand movement, batch variation, screen display, viewing distance and maintenance condition.

Hand-applied textured finishes, plaster, limewash, microcement, stucco, cement effect, metallic effect, piccolo, trowel, roller, spray and brush finishes naturally contain variation. Such variation is part of the character of the finish and is not a defect unless it falls outside the approved mock-up or agreed tolerance.

- For colour-sensitive or texture-sensitive projects, clients should request and approve actual samples or mock-ups before full application.
- Touch-ups and later repairs may remain visible due to batch, sheen, texture, ageing and lighting differences.

8. Product availability and substitutions

Product ranges, colours, technical data, stock availability and manufacturer recommendations may change without prior notice. If a selected product becomes unavailable, Forest3/TWJ may propose an equivalent or alternative product for client approval.

Third-party brands such as Suzuka, Nippon, Dulux and other manufacturers are subject to their own latest technical data sheets, application guides, limitations, warranty terms and stock availability. Forest3/TWJ will recommend suitable systems based on available information, but final suitability must be confirmed through site assessment and sample approval.

9. Schedule, lead time and delays

Estimated start dates, completion dates and lead times are subject to site readiness, payment, material stock, sample approval, building access, work permits, weather, drying/curing time, other trades and client/main-contractor coordination.

Forest3/TWJ will make reasonable efforts to meet agreed schedules but will not be liable for delays caused by matters outside its control, including late approvals, site changes, third-party delays, supplier delays, stock shortages, unsafe conditions, restricted access or force majeure events.

10. Variations, additional work and measurement changes

Any change in area, product type, finish, colour, substrate preparation, working hours, access method, protection requirement, site condition, design detail, electrical scope, panel layout or installation method may result in a price and schedule variation.

Variation works should be confirmed in writing by quotation, purchase order, email, WhatsApp or signed site instruction before work proceeds. Urgent site instructions given verbally may be carried out only at Forest3/TWJ's discretion and will be chargeable if they fall outside the original scope.

11. Completion, inspection and handover

Works are deemed substantially completed when the quoted scope has been carried out and the surface is ready for normal handover, subject to product curing time and care instructions. Minor touch-ups that do not prevent normal use shall not delay completion payment.

The client should inspect the works within 3 calendar days after completion or handover. Any alleged defect, shortage or damage must be reported with clear photos, description and location. If no written issue is reported within this period, the works will be treated as accepted, subject to applicable warranty rights.

12. Maintenance, care guides and user responsibilities

The client is responsible for using and maintaining all finished surfaces according to the relevant care guide, product guide and warranty schedule. Improper cleaning, harsh chemicals, abrasive tools, impact damage, scratches, water damage, heat exposure, misuse and third-party damage may void warranty coverage.

Whiteboard surfaces require suitable markers and regular cleaning. Textured finishes, panels, waterproofing systems, mould-treatment areas, smart films and LED displays each have different maintenance requirements. The client must ensure that users, cleaners, tenants and facility teams are informed of the correct care instructions.

13. Product-specific conditions

The following applies where the quotation includes the relevant product or service. Product-specific warranty certificates, care guides or manufacturer documents may add further conditions.

Product / service	Important conditions
Regular painting / ceiling painting	Final finish depends on substrate flatness, existing coating, lighting and wall condition. Hairline cracks, damp patches, stains, uneven plaster, old roller marks and underlying defects may reappear if not specifically repaired. Paint colour may vary between batches and lighting conditions.
Plastering / skim coat / patch repair	Plaster and skim coat improve surface smoothness but do not guarantee a perfectly level wall unless a full levelling scope is quoted. Touch-up areas may remain visible under grazing light. Drying time varies with thickness, humidity and ventilation.
Waterproofing	Waterproofing is limited to the treated area and stated system. It does not guarantee against leakage from untreated areas, concealed pipes, external facade defects, structural cracks, neighbouring units, future movement or third-party works. Ponding tests, if required, must be stated in the quote.
Mould treatment	Mould treatment addresses visible mould and affected surfaces within the quoted area. It does not remove the root cause of mould if caused by condensation, leakage, poor ventilation, thermal bridging, humidity, furniture placement or recurring moisture. Recurrence may occur unless the moisture source is resolved.
Textured paint / plaster / microcement / lime plaster	Hand-applied texture, colour depth and sheen vary naturally. Samples and mock-ups are strongly recommended. Corners, edges, joints, repairs and lighting direction affect appearance. Wet areas and high-traffic areas require specific systems and maintenance.
Panels / veneers / feature wall panels	Panel layout, joints, corners, grout, adhesive, edge finishing, substrate strength and access must be confirmed before ordering. Pattern, colour and texture may vary. Cutting, wastage and accessories must be allowed for. Panels are not priced as loose products unless stated.
ZETA Magnetic Plaster	Magnetic holding strength depends on plaster thickness, magnet quality, number of top coats and item weight. It is designed for papers, notices, plans and lightweight display items, not heavy fixtures or structural loads. Top coats may reduce magnetic strength slightly.
ZETA Whiteboard Paint	Requires smooth, dry, stable interior surfaces and controlled application. Allow the specified curing period before writing. Use only suitable dry-erase markers and non-abrasive cleaning methods. Writing before full cure, unsuitable markers or abrasive cleaning may cause permanent damage.
WRYTE Whiteboard Film / dry-erase film	Requires smooth, clean, stable substrate. It will not hide bumps, dents, cracks, peeling paint or uneven walls. Joints may be required depending on size. Avoid heat, sharp objects, abrasive tools, unsuitable markers and aggressive chemicals.
Smart privacy film / PDLC film	Suitability depends on glass type, condition, size, exposure, edge condition, wiring route, transformer location, humidity and site environment. Electrical works, switching, concealment, power point provision and control integration are included only if stated. Normal smart film characteristics such as slight haze or viewing-angle differences are not defects.

Product / service	Important conditions
LED display / LED film / digital glass display	Subject to site feasibility, glass condition, electrical supply, control system, content source, brightness needs, access, heat management and integration requirements. Content creation, media player configuration, network cabling, permits and ongoing technical support are excluded unless stated. Manufacturer warranty terms apply.
Supply-only products	Supply-only items are provided without installation warranty. Forest3/TWJ is not responsible for incorrect installation, unsuitable substrate, third-party handling, site storage, damage during installation or performance issues caused by installers not appointed by Forest3/TWJ.

14. Warranty and defect claims

Warranty coverage depends on the product, service scope, site condition, maintenance, usage and whether the item is supplied only or supplied and installed by Forest3/TWJ. Where a specific warranty certificate or manufacturer warranty is issued, that document will set out the warranty period, coverage, exclusions and claim procedure.

Unless expressly stated, warranty does not cover normal wear and tear, colour fading, hairline cracks, substrate failure, dampness, water seepage, mould recurrence, impact, scratches, stains, misuse, chemical damage, abrasive cleaning, heat, vandalism, unauthorised modification, third-party works, structural movement, overloading, accidental damage or failure to follow care instructions.

- Claims must be submitted in writing with invoice number, photos/videos, date observed, description of issue, product used, cleaning method and site condition.
- Forest3/TWJ may inspect the site before deciding whether the issue is covered. If the issue is not covered, inspection, transport, labour and repair costs may be chargeable.
- Warranty remedy, if approved, is limited to repair, touch-up, replacement of affected area or other remedy determined by Forest3/TWJ or the manufacturer.

15. Cancellation, postponement and abortive visits

Deposits are used to reserve manpower, schedule work, prepare samples, order materials and coordinate the project. If a confirmed project is cancelled or postponed, Forest3/TWJ may deduct reasonable costs already incurred, including materials ordered, custom items, supplier charges, design/mock-up work, administration, transport and reserved manpower.

If work is cancelled after materials have been ordered or custom fabrication has started, the client remains responsible for non-cancellable costs. If a confirmed site visit or installation cannot proceed due to client or site reasons, abortive trip charges and rescheduling charges may apply.

16. Confidentiality, site photos and marketing use

Forest3/TWJ may take site photos and videos for internal records, measurement, quality control, claims, handover and warranty assessment. For confidential commercial projects, client-sensitive information, staff faces, documents, security details and restricted areas should be avoided where possible.

Forest3/TWJ will not knowingly publish identifiable confidential project photos for marketing without permission. The client should clearly notify Forest3/TWJ in writing if the site is confidential or if photos must not be used publicly.

17. Safety, permits and main-contractor coordination

The client or main contractor is responsible for site safety coordination, permits, security clearance, induction, lift access, work-hour approvals, hot-work permits, electrical isolation, scaffold/mobile tower approval, disposal requirements and any building management requirements unless expressly included in the quotation.

Forest3/TWJ may stop work if site conditions are unsafe, if other trades create unacceptable risk, if required access/equipment is not available, or if site instructions conflict with safe work practices.

18. Ownership and unpaid amounts

All supplied materials, custom items and installed goods remain the property of Forest3/TWJ until full payment is received, to the extent permitted by law. The client must not remove, resell, alter or dispose of unpaid goods without written consent.

Forest3/TWJ may withhold handover documents, care guides, warranty certificates, additional works or after-sales support until overdue amounts are paid.

19. Limitation of liability

To the extent permitted by law, Forest3/TWJ's liability is limited to the amount paid for the affected scope of work. Forest3/TWJ will not be liable for indirect loss, loss of profit, loss of business, loss of use, rent loss, delay penalties, liquidated damages, consequential damage or damage caused by third parties unless expressly agreed in writing.

Nothing in these Terms excludes liability that cannot legally be excluded under Singapore law.

20. Force majeure and matters outside control

Forest3/TWJ will not be responsible for delay or failure caused by events beyond reasonable control, including supplier delay, stock shortage, weather, fire, flood, building restrictions, government restrictions, labour shortage, transport disruption, unsafe site condition, power failure, main-contractor delay or other events beyond reasonable control.

21. Dispute resolution and governing law

The parties should first attempt to resolve any disagreement through good-faith discussion and written clarification of the issue. If unresolved, the dispute will be governed by the laws of Singapore and subject to the jurisdiction of the Singapore courts, unless another dispute process is agreed in a signed contract.

22. Acknowledgement

By accepting the quotation, paying the deposit, issuing a purchase order or allowing works to proceed, the client confirms that they have read, understood and accepted these Terms & Conditions, together with the quotation scope, product limitations, payment terms and applicable care or warranty documents.