

Terms and Conditions

“Benjamin Moore Colour Consultation Service (ES)”

Online color consultation service offered by BM Decoracion España SL

BM Decoracion España SL is the official distributor and importer of Benjamin Moore products in Spain.

Online Colour Consultation Service

- The Online Colour Consultation Service is charged at €150.00 per hour inclusive of VAT payable at the time of booking (€150.00 for first hour, then subsequent charges of €75.00 for each half-hour booked thereafter). For this fee you will receive an online consultation with one of our expert Colour Consultants to discuss colour schemes, and two colour samples of paint swatches sent to you after of your appointment.
- Your booking confirmation email will include a Google meet link which you will need in order to join the consultation. If you have any concerns about access to Google meet, please advise when confirming your appointment.
- A pre-call questionnaire will form part of the consultation and as such will need to be returned directly to the Colour Consultant at least 24 hours prior to the appointment.

- The Colour Consultant will discuss colour, style and appropriate usage of Benjamin Moore paints and paint finishes. After the consultation you will be sent a specification report of each suggested scheme.
- The minimum booking time is one hour. If your consultation lasts less than one hour no refund shall be made. If it lasts more than one hour an additional charge may incur and should be paid at the time of the consultation prior to the additional time being delivered.
- The Colour Consultation Service is an aesthetic advisory service only, providing advice in relation to colour schemes. Drawings illustrating the design are not provided, neither is it a project management service. The cost of paint is not included in the hourly fee.
- Please note cancellations/change of consultation date/time can be made up to 2 business days prior to the appointment date. If the consultation is cancelled within 48 hours of the appointment, no refund will be made. If the consultation is moved within 48 hours of the appointment, no refund will be given and a charge made for the next appointment.
- “Benjamin Moore Colour Consultation Service” will only advise in relation to our own product. BM Decoracion España SL will not source or give advice on any non-Benjamin Moore product or service.
- Please ensure you are fully satisfied with the proposed colour scheme before the consultation finishes and before placing your order. In the event that you dislike a colour scheme, neither BM Decoracion España SL nor the Colour Consultant can be held responsible. If in any doubt we advise you to try additional samples.
- In the interest of security and/or training it may occasionally be deemed appropriate to have an extra member of the BM Decoracion España SL team

accompany/observe the Colour Consultant.

An appointed Benjamin Moore showroom will be your point of contact after your consultation. They will assist you in placing your order, arranging delivery, and answering any questions you may. However, it is not the responsibility of a member of the BM Decoracion España SL team to be onsite to meet deliveries or liaise with third party contractors.

- Any estimated quantities of product required are provided in good faith. We advise that you or your chosen contractor check and confirm quantities of all products prior to placing your order. Advice given in relation to application is also given in good faith, and you should confirm your individual requirements with your contractor.
- The Colour Consultant will use reasonable endeavours to attend on the day and time agreed. However, neither BM Decoracion España SL nor the Consultant shall be liable in relation to any matter (e.g. cancelled appointments or late arrival for an appointment) where such default arises as a result of any event outside their reasonable control including (but not limited to) travel disruption.
- From time-to-time BM Decoracion España SL may offer a 10% incentive off products purchased following a Colour Consultancy Service. When this is available, you will be entitled to such incentive following your consultation. The incentive will be shown on the specification report given to you by BM Decoracion España SL following your consultation. The incentive applies to purchases of Benjamin Moore paint & accessories sold in our showrooms & Mail order only and excludes products from collaborations we do not sell directly. The incentive can only be redeemed through a Benjamin Moore Showroom and via Mail

Order by calling +34 951 127 003 and must be redeemed within 3 months of the consultation appointment date. The incentive can be used multiple times against products specified in the specification report. This cannot be combined with any other discount or offer.

- The 10% off incentive can be used on applicable products ordered on behalf of a Colour Consultancy customer if you have given written pre-approval for the purchase of those products on your behalf to the appointed Benjamin Moore Showroom or Mail Order. This cannot be combined with any other offer or trade discounts. In all cases, in the event of any uncertainty as to whether the incentive should apply BM Decoracion España SL will have the final determination.
- Except as expressly set out in these terms and conditions, neither BM Decoracion España SL nor the Colour Consultant shall be liable for any loss or damage including consequential losses (e.g. any additional contractor costs) howsoever arising as a result of (a) the Colour Consultant's advice or (b) any delayed or cancelled appointment beyond the value of the fees paid by the client. Your statutory rights as a consumer are not affected.