

Emerald Resins Limited trading as ResaFloor

Company number: 08749876

Registered office: Unit 18b Wakes Hall Business Centre, Colchester, Essex, CO6 2DY

Last updated: 8th July 2026

1. About us and these Terms

These Terms & Conditions of Sale apply to purchases made through the ResaFloor website. ResaFloor is a trading name of Emerald Resins Limited, a company registered in England and Wales under company number 08749876.

Customer service email: sales@resafloor.com Telephone: 01787 207979

In these Terms, 'we', 'us' and 'our' mean Emerald Resins Limited trading as ResaFloor. 'You' and 'your' mean the person or business placing an order.

These Terms apply to all sales of resin-based paints, coatings, primers, tools, consumables and other products made through our website.

Nothing in these Terms affects any rights that cannot lawfully be excluded or restricted.

2. Consumer and Business Customers

A Consumer is an individual buying Products wholly or mainly outside their trade, business, craft or profession.

A Business Customer is anyone buying Products for use in connection with their trade, business, craft or profession.

Where different terms apply to Consumers and Business Customers, this is stated below. If you buy through a trade account or otherwise represent that you are buying for business use, we may request evidence of that business use.

3. Policies incorporated into these Terms

Our Returns & Refunds Policy forms part of these Terms & Conditions of Sale and applies to all orders placed through our website.

Our Privacy Policy explains how we collect, use and protect personal information. It does not form part of the contract for the sale of Products, but it applies whenever you use our website, create an account, place an order or otherwise provide personal information to us.

Before placing an order, you should read these Terms & Conditions of Sale, the Returns & Refunds Policy and the Privacy Policy.

Where you purchase resin-based products, you should also review the applicable Product Data Sheet, Technical Data Sheet and Safety Data Sheet before purchase, opening or using the Product.

4. Product information, suitability and technical documents

We take reasonable care to ensure that Product descriptions, technical information, prices and images are accurate at the time they are published.

Product images, colour charts and swatches are for illustration only. Colours may vary due to screen settings, lighting, substrate condition, application method, batch variation and curing conditions.

Coverage rates, drying times, cure times, consumption estimates and quantity calculators are guidance only. Actual results depend on substrate condition and porosity, preparation, temperature, humidity, mixing, application method, wastage and other site conditions.

You are responsible for checking that the Product is suitable for your intended use, substrate and site conditions. Where appropriate, we recommend a small test area before full application.

Before opening or using resin-based products, you must read and follow the relevant Product Data Sheet, Technical Data Sheet, Safety Data Sheet, product label and supplied technical instructions.

Any general technical advice given by us is based on the information available to us at the time. Advice given verbally does not form a contractual guarantee unless expressly confirmed by us in writing. Nothing in this clause limits a Consumer's statutory rights.

5. Placing an order and formation of contract

Products displayed on our website are an invitation for you to make an offer to buy. When you submit an order, you are making an offer to purchase the Products listed in that order.

You must check your order carefully before submitting it, including product type, colour, quantity, bundle selection, delivery address and contact details.

Receipt of an automated order acknowledgement does not mean that we have accepted your order. A contract is formed only when we send a dispatch confirmation email or, where collection has been agreed, a collection confirmation email.

We may decline or cancel an order before dispatch where a Product is unavailable, there is an obvious pricing or description error, payment cannot be authorised, delivery cannot reasonably be completed, we reasonably suspect fraud or misuse, or there has been a breach of these Terms.

If we cancel an accepted order, we will refund all sums paid for the unavailable or cancelled Products.

6. Prices, payment and promotions

Prices are shown in pounds sterling and include VAT where applicable unless stated otherwise. Delivery charges, where applicable, will be shown before you place your order.

Payment must be made in full at the time of order using one of the payment methods shown on the website. We will not dispatch Products until payment has been received in cleared funds.

Promotional codes, discounts and offers are subject to any terms stated with the promotion and may be withdrawn or amended before an order is accepted.

Where Products are sold as a conditional bundle offer, the bundle discount applies only where the qualifying bundle quantity is retained. Further details are set out in the Returns & Refunds Policy.

7. Delivery

Unless the website states otherwise, we accept orders for delivery within Great Britain only. We may restrict delivery to certain postcodes, remote areas, islands or locations where courier, hazardous-goods or access restrictions apply.

Delivery dates are estimates unless we expressly agree a specific date in writing. If you are a Consumer, we will deliver without undue delay and, unless otherwise agreed, no later than 30 days after the contract is made.

Delivery is complete when the Products are delivered to the address provided by you, to a person nominated by you, or to a safe place specifically authorised by you.

If you are a Consumer, risk in the Products passes to you when you, or a person nominated by you, takes physical possession of them. If you instructed a carrier to leave Products in a nominated safe place, risk passes when the Products are delivered to that location.

If you are a Business Customer, risk passes to you on delivery. Ownership of Products passes only when we have received payment in full.

8. Returns, cancellations and refunds

Our Returns & Refunds Policy explains cancellation rights, return conditions, resin-product safety requirements, bundle returns, return costs and refund timing.

For eligible online Consumer purchases, you normally have the right to cancel within 14 days after the day you receive the Products, then a further 14 days to return eligible Products after telling us you wish to cancel.

For change-of-mind returns, Products must be returned in accordance with the Returns & Refunds Policy. Resin-based products must be unopened, unused and have their original safety seal intact to be returned through the standard returns process.

Opened or unsealed resin-based products must not be returned to us unless we provide specific written collection instructions. Genuine faults, damage, incorrect Products, unsafe Products or Products not as described will be dealt with in accordance with your statutory rights and the Returns & Refunds Policy.

9. Resin product safety, storage and use

Resin-based products and associated components may be hazardous before curing and must be handled with care.

Read the label, Product Data Sheet, Technical Data Sheet and Safety Data Sheet before opening or using any resin-based Product.

Store Products in accordance with the relevant technical documents and labels.

Use suitable personal protective equipment and ventilation.

Keep Products away from children, pets, ignition sources and incompatible materials where indicated.

Use Products only for their stated purpose and within the stated application conditions.

Do not return opened, leaking, damaged or potentially hazardous resin products by ordinary post or courier without our written instructions.

10. Applied resin products and technical outcomes

Performance after application can be affected by factors outside our control, including substrate condition, surface preparation, contamination, moisture, temperature, humidity, mixing ratio, mixing method, coverage rate, application technique, curing conditions and compatibility with other materials.

You should keep photographs and records of surface preparation, batch numbers, resin and hardener components, mixing, temperatures, application conditions and the completed area. This helps us investigate any technical support request or product-performance concern fairly and quickly.

We are not responsible for issues caused by unsuitable substrate conditions, inadequate preparation, contamination, incorrect storage, incorrect mixing, omission or incorrect proportion of hardener, application outside stated conditions, failure to follow the applicable Product Data Sheet, Technical Data Sheet or Safety Data Sheet, or use with incompatible materials.

Nothing in this clause limits statutory rights where a Product is faulty, damaged, incorrect, unsafe or not as described.

11. Business Customers

Business Customers do not have an automatic right to cancel an online order once it has been accepted by us. Any return by a Business Customer must be authorised by us in writing.

Business Customers must inspect Products on delivery and notify us in writing of any shortage, transit damage or incorrect Product as soon as reasonably practicable.

Subject to the liability clause below, all implied terms, warranties and conditions are excluded for Business Customers to the fullest extent permitted by law.

12. Liability

Nothing in these Terms excludes or limits our liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory rights that cannot lawfully be excluded or restricted, or any other liability that cannot lawfully be excluded or limited.

If you are a Consumer, we are responsible for loss or damage that is a foreseeable result of our breach of these Terms or our negligence.

We are not responsible for loss or damage caused by failure to follow technical documents or labels, unsuitable storage, handling, mixing, preparation or application after delivery, inaccurate information supplied by you, unsuitable substrate or site conditions, circumstances outside our reasonable control, or losses that were not foreseeable.

If you are a Business Customer, our total liability arising out of or in connection with an order shall not exceed the price paid for the affected Products. Subject to the exclusions above, we shall not be liable to a Business Customer for loss of profit, sales, business, goodwill, anticipated savings, business interruption, indirect loss or consequential loss.

13. Privacy, website content and intellectual property

We will use personal information in accordance with our Privacy Policy.

Website content, product descriptions, images, technical documents, branding and intellectual property rights belong to us or our licensors. You must not copy, reproduce, distribute or use them for commercial purposes without our written permission.

14. Events outside our control

We are not responsible for delay or failure to perform our obligations where caused by an event outside our reasonable control, including supplier disruption, courier disruption, transport issues, fire, flood, severe weather, epidemic, industrial action, civil disturbance, power failure or government action.

15. Complaints

If you have a complaint, please contact us using the details in clause 1 and provide your order number, contact details and a clear description of the issue. We will aim to acknowledge complaints within five Working Days and respond as soon as reasonably practicable.

Unless we state otherwise, we are not obliged to participate in an alternative dispute resolution scheme and do not currently commit to doing so. This does not affect your legal right to bring a claim through the courts.

16. General

These Terms, your order confirmation, and the incorporated Returns & Refunds Policy form the agreement between you and us for the sale of Products.

If any part of these Terms is found to be invalid or unenforceable, the remaining provisions will remain in full force.

We may update these Terms from time to time. The version that applies is the version published on the website when you place your order.

These Terms are governed by the law of England and Wales. If you are a Consumer, you retain the protection of any mandatory consumer law that applies in the part of the United Kingdom where you live.

Any dispute relating to these Terms shall be subject to the courts of England and Wales, except where Consumer law gives you the right to bring proceedings elsewhere.