



Quotations carrying a phrase to review

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11 live quotations · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No quotation is amended.**

Promising more than good practice requires is sometimes a selling point; it is always an undertaking. The choice stays with the contractor.

Quotation	Client	Amount	Trade	Phrase found	Tolerance allowed by the standard
D-2026-0712	Private	€18,400	Tiling	"uniform shade throughout"	Variation between batches
D-2026-0731	Private	€24,900	Tiling	"uniform shade throughout"	Variation between batches
D-2026-0744	Property company	€61,200	Tiling + wall tiles	"uniform shade throughout"	Variation between batches
D-2026-0758	Private	€12,700	Wood flooring	" uniform appearance "	Variation in grain

Quotation	Client	Amount	Trade	Phrase found	Tolerance allowed by the standard
D-2026-0766	Landlord	€148,000	Tiling	"uniform shade throughout"	Variation between batches
D-2026-0779	Private	€9,800	Wood flooring	"uniform appearance"	Variation in grain
D-2026-0785	Property company	€33,400	Tiling	"uniform shade throughout"	Variation between batches
D-2026-0791	Private	€21,600	Tiling	"uniform shade throughout"	Variation between batches
D-2026-0803	Landlord	€96,500	Tiling	"uniform shade throughout"	Variation between batches
D-2026-0814	Private	€15,300	Wall tiles	"uniform shade throughout"	Variation between batches
D-2026-0822	Private	€27,100	Wood flooring	"uniform appearance"	Variation in grain

Both phrases come from the same 2019 template, and the second — "uniform appearance", on wood flooring — is more exposed still: grain variation in timber is more visible and less controllable than ceramic shade variation.

What would be flagged in future, on your approval

Trigger	Action	What stays in your hands
Quotation containing a promise beyond good practice	Flagged before it goes out	The quotation stays yours: you amend it, you keep it, you send it

Trigger	Action	What stays in your hands
Aftercare complaint received	Automatic match against the signed quotation	The reply to the client comes from you, with the signed undertaking in front of you

The point of the second trigger is to find the undertaking BEFORE replying to the client, rather than after replying that the standard allows the variation — an answer that is accurate and losing.

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.