

Crewes Property Services

Terms and Conditions

1. Right to cancel: When you place your order, Crewes Property Services may require a 25% deposit. You will have a period of 14 days from the order in which to cancel & receive a full refund of your deposit. If you wish to cancel the contract you must do so in writing and deliver either by text, post or email to the address on the quote.
2. If you require work to begin within that cancellation period we require a written request from you to that effect.
3. Any Illustrations supplied as part of a quote are intended to demonstrate the overall look of a project. The actual install may vary depending on issues that may arise during the project i.e. a post for a section of fence needs to be in a different location due to underground workings.
4. It is your responsibility to ensure that any work you order can legally be carried out at your property.
5. The balance of the contract is payable on satisfactory completion by cash or bank transfer. In circumstances where payment is withheld unreasonably the balances on work can be charged interest from date of completion charged at 3% above base rates. All materials remain the property of Crewes Property Services and must not be altered, painted or stained until paid in full.
6. Customer agrees and understands that access to the jobsite must be provided for the agreed dates and times, for the duration of the job. If at any time access is not available to Crewes Property Services for any reason, the customer agrees to provide a minimum of 24 hours notice. If Crewes Property Services arrives at the jobsite on the agreed date and time and access is not available within a reasonable timeframe, the customer will be charged £150 or for the hours lost for that day, which ever amount is lower.
7. All exterior work is booked under assumption weather conditions will be suitable upon the agreed date. Unfortunately, Crewes Property Services has no control over weather conditions and if unsuitable, work will not be carried out but will be started/resumed when best suitable to both Customer and Crewes Property Services.
8. Crewes Property Services will do their best to ensure that we meet any agreed timescale. However, if delays are necessary due to unforeseen circumstances, we will notify you of the intended timescale for the work.

9. The Crewes Property Services guarantee to repair or replace free of charge, any materials which develop a fault due to faulty construction, for a period of 12 months from the date of the installation. By virtue of its natural qualities timber can be affected by climate and normal changes to the product will not render it unsatisfactory. Nothing in this term is designed to restrict your statutory rights.

10. The Crewes Property Services guarantee is additional to your statutory rights, but you must notify us in writing within the guarantee period if you wish to make a claim under the terms of the guarantee.

11. The order confirmation you will receive contains all the terms, which have been agreed, and no representation of promise, oral or in writing not confirmed on the contract shall be binding on either party. If any aspect of your order as agreed is not confirmed on your order confirmation you should notify us in writing prior to commencement of the installation.

12. All orders placed are subject to the cancellation period. In circumstances where, following the onsite survey, we are unable to fulfil the order as placed, we will consider the contract at an end and refund your deposit at which time our obligation to you will end.

13. Return of goods policy – We want you to be completely satisfied with your purchases. Please let us know if you are not entirely satisfied with our products or service so that we can rectify the situation. We try to ensure that the products are the same as our original samples, although sometimes differences do occur. Items are described and photographed as accurately as possible. Please note that sizes, colours and designs may vary. Faulty goods are covered under section 9 of these terms & conditions. Non-faulty returns cannot be accepted once they have been manufactured or installed. The Crewes Property Services guarantee is in addition to your statutory rights.

14. Mould/fungus is a naturally occurring organism that we as contractors have no control over; the contractor will not be liable for recurrence/growth of any form or type of mould/fungi.

15. Customer will assume responsibility to remove from any and all work areas, all household and personal items (with the exception of large furniture such as sofas and beds), and store those items away from the work area during the duration of the job. Contractor will not be held liable for damage to any items not removed from the work area. Contractor will manoeuvre and cover large furniture if required at no cost to the owner (unless specified otherwise). Contractor will not be held liable for any damage caused by moving any items.

16. Due to insurance regulations and safety procedures, the customer, other contractors, workers, children, pets, and individuals will not enter the work area for prolonged periods of time unless agreed upon by both Crewes Property Services and the customer. If other contractors, workers, children, pets, or individuals are to be present during the duration of the scope of work, the customer shall not schedule or permit such activities that will interfere with or prevent the timely and successful completion of the work. Crewes Property Services shall not be held liable for any damage caused to its work by anyone other than Crewes Property Services and its employees.

17. With permission from the customer, Crewes Property Services may display a sign for the duration of the job, and to use photographs taken at the jobsite for display, promotion, and advertising, without compensation to the customer. This section will be void if not allowed by covenants, restrictions or customer discretion.

V1.0

Crewes Property Services is a trading name of Dalton Media Ltd.

Company Registration: 11665395