

GH Professional Snagging Terms & Conditions

1. Agreement

1.1. We agree to supply the Report to the Customer subject to these terms; and

1.2 The Customer indicates their acceptance of these terms when placing the Order.

2. Customer Obligations

2.1 The Customer:

- (a) warrants that all the information they have supplied to us during the Order is true, accurate and complete;
- (b) will provide us, our employees, subcontractors or agents with access to the Property on the Inspection Date;
- (c) must provide us with truthful information in the Order regarding the Property, the Customer will be obliged to pay the correct Fee according to the size of the Property; and
- (d) co-operate with us in all matters relating Services.

2.2 If we are prevented or delayed from performing our obligations by an act or omission by the Customer or failure by the Customer to perform the Customer's obligations contained in clause 2.1:

- (a) we have the right to suspend performance of the Services until such default has been rectified,
- (b) we shall not be liable for any costs or losses sustained by the Customer as a result of a breach of the Customer's obligations,
- (c) the Customer shall reimburse us on demand for any costs or losses reasonably sustained or incurred by us arising directly or indirectly from a breach of the Customer's obligations.

2.3 The pricing of the service is based on number of bedrooms, to be indicative of the size of house entirety. Therefore any partitioned rooms located above ground floor regardless of size or name according to the plans are to be classed at bedrooms. This is with the exception of a single living area being on the 1st floor. The Customer agrees as per clause 5.11 for us to amend the booking should the information be inaccurate (unless otherwise agreed in writing by us).

3. Report

We will produce the report within 24-48 hours with reasonable skill and care and it is provided to the Customer on the basis that they acknowledge and agree the following:

3.1 The information in the Report reflects that available to us on the date the report was produced we are unable to report on any additional issues which arise after the Inspection Date.

3.2 The information contained in a Report can change on a regular basis and we cannot be responsible to the Customer for any change in information after the date upon which the Report was produced or for any inaccuracies or omissions..

3.3 The Report is produced only on the Property supplied in the Order.

3.4 We endeavour to arrive at the Property to carry out the Services between 07:00 and 10:00 on the Inspection Date unless we inform the Customer otherwise.

4. Price and Payment

4.1 Our prices are fixed but may be altered down to the company's discretion.

4.2 Where the Customer authorises us to take payment automatically for the Deposit and the Fee:

(a) the Deposit shall be taken on the date of the Order; and

(b) the Fee shall be taken no later than 10 working days following the Report being provided to the Customer.

4.3 Until such time as payment has been received in full and cleared we will not release the Report.

4.4 The Customer agrees to pay all our car-parking and congestion charges reasonably incurred in carrying out the Services, this will be added to the Customer's invoice

5. Deposit

5.1 The Deposit is payable by the Customer to us on the date of the Order. The Customer has a period of 24 hours following the booking to review these Terms and Conditions; after which the deposit is non-refundable. Should the Customer wish to cancel within 24 hours of booking, they should notify their intention clearly in an email and upon receipt the deposit will be refunded in full.

5.2 If on the Inspection Date we are unable to gain entry to the property / entry is refused / not in a suitable state for inspection (deemed too early to the extent we cannot fulfil our role properly) or we are otherwise asked to leave the premises:

- (a) 40% of the Fee shall remain payable if we have spent less than three hours at the Property;
- (b) 70% of the Fee shall remain payable if we have spent three hours or more at the Property but are unable to complete a full inspection

6. Inspection Date

6.1 Once the deposit is paid the customers reserve date will be booked in.

6.3 The Customer will forfeit the Deposit if the Customer cancels the Inspection Date within 2 working days prior to the inspection and must pay a Cancellation Fee.

7. Data Protection

The Company warrants that it will take reasonable measures against the unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data to ensure a level of security appropriate to the harm that might result from such unauthorised or unlawful processing or accidental loss, destruction or damage.

8. Limit Liability

8.1 Gh Professional Snagging shall not limit or exclude our liability for:

- (a) Death or personal injury caused by its negligence or the negligence of employees, agents or subcontractors.

9. Complaints

If the customer has any complaints or queries please write to us at:

GH Professional Snagging
2 drew street
rodbourne
Swindon
Wiltshire
SN2 2HP

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