

S P Fermor

Terms & Conditions

Definition of terms;

Customer – person/s or company instructing the work to be carried out and eventually arranging payment for work carried out.

Contractor – S P Fermor or any subcontractor working under the instruction of S P Fermor.

Supplier – any company from which the contractor obtains materials.

VAT.

This company is not VAT registered therefore no VAT is charged on top of prices quoted.

Materials.

All materials remain the property of the contractor until fully paid for. Materials used are of the best possible quality; however particularly with any timber products a reasonable tolerance of imperfection should be considered (please see 'characteristics of timber' below). It is not unusual for gates to settle a short time after hanging them therefore it is expected that they will require some minor adjustment. No after care or routine maintenance is included in the quotation unless stated otherwise. There is no warranty on materials unless issued by the supplier. Any premature breakdown of products would be bought up with the supplier through the contractor if requested. As the contractor we will not take any responsibility for the condition of any materials supplied by the customer or any existing materials being reused in any way for the work being carried out.

Changes and cancellations.

Should the customer decide to cancel or make changes to any of the agreed work after acceptance this should be notified to the contractor as soon as possible and no less than 2 weeks prior to the proposed start date. Any materials ordered specifically for the work quoted which will become surplus to requirement as a result of cancellation or changes will still be charged for.

Time scales/fluctuation of prices.

We will always try to honour a quote to keep the price the same. However if there is a sudden increase in the cost of materials or quite some time has elapsed between quote and acceptance, any price increases in materials may be passed on to the customer. The customer will always be notified of this should the situation arise.

Boundaries.

It is the sole responsibility of the customer to determine the exact point of any boundaries. The contractor will install fencing as instructed by the customer and therefore will not be liable should any fencing be wrongly sited. Any disputes of boundaries must be resolved prior to commencement of work. Any neighbours affected directly by works being carried out must be notified prior to work commencement to avoid any disagreement.

Damages.

Any damages arising as a direct result of any work being carried out will be repaired and returned to the condition prior to work commencement.

Discrepancies.

If the customer is not satisfied that the completed work meets the description and standard as quoted, the contractor must be notified prior to final payment in writing and within two weeks of work completion. On receiving final payment the contractor assumes that the work has been completed to a satisfactory standard. Any discrepancies arising after this point will not be considered.

Height, dimensions and descriptions.

Descriptions are given as accurate as reasonably possible. Height is measured from the general ground level unless stated otherwise. The description of the type of fencing is as detailed as possible in the quotation. Any uncertainties should be resolved prior to acceptance.

Payment.

On completion, the work will be invoiced for and payment is expected to be settled within 30 days of the invoice date.

Extras and unforeseen occurrences may be charged for.

By accepting a quotation you are agreeing to our terms and conditions.

Characteristics of timber.

As one of nature's wonder products, timber is one of the most versatile construction materials, being not only attractive but sustainable and environmentally friendly as well. However this means it is subject to vary in colour and character. Particularly with treated timber, as it dries the wood will shrink. Timber, being a natural product, varies in density therefore drying at different rates. This causes great pressure in the wood which commonly causes it to split, twist and warp when exposed to the elements. It is very rare for any of these natural characteristics to compromise the structural integrity or life span of the timber.