

HELPFUL HINTS

1. Skirting boards may need to be reinstalled at £14pm for standard sizes. Size installation may change due to damp related works, special larger profiles can range up to £45 per metre, please check which type you have, ask us if you are unsure and allow for costings.
2. Rubbish will be left bagged up on site free of charge or customer is to provide a skip. Should customer request removal of such rubbish then there will be an additional charge to be agreed between DPC and the customer prior to removal. If DPC are not informed by the customer prior to the start date as to their preference, then the rubbish will be removed and weighed for costings helping to keep a clean, re-cycled and tidy site.
3. Electrical work charged at £15 per socket to make safe for workers, also covers damage replacement if required. Customer can arrange for their own electrician to remove/replace - to be agreed prior to commencement of job.
4. Plumbing; you can provide your own third party or radiators are charged at £55 removal and reinstalled per radiator, damages to faulty connections will be charged as extra. DPC will take no responsibility for any damage caused to the boiler system.
5. Carpets may need to be re-stretched/re-laid and gripper rods replaced after work is carried out by a third party.
6. Rooms must be as empty as possible for works to take place.
7. Decoration can be arranged after 5 weeks of chemical drying times, this is a stage 2 separate quote and invoice.
8. During the drying period for any plastering works there is an increased risk of condensation occurring and some minor cracks may appear on plasterwork during drying time dependent upon conditions. Do NOT use de-humidifiers or high heating, all chemical materials need to dry in normal conditions. Do NOT decorate for 5 weeks. If decorating with an emulsion paint it is advised that a watered down coat is applied first.
9. We have the right to charge for collapsing brickwork and/or render that is found to be more than 18 mm in thickness.
10. Walls may be hollow/faulty above a metre high, extra plaster work may be necessary at £60.00 psm.
11. Some salt like damage may take several weeks to cure after work is complete. This is normal and can be wiped away once the drying process has finished.
12. It should be noted that solid walls can take 5-6 months to completely dry.

TERMS AND CONDITIONS

1. By accepting our survey and proceeding with works, the customer is automatically agreeing to these terms. Please read your survey in full.
2. For all cancellations prior to start date, a fee of 8% will be introduced.
3. Funds must be paid in full within 7 days of satisfactory completion. Payment plans can be arranged to aid those who cannot afford one large payment, only agreed by Mr Luke Wadey/Jason Wadey. Late payments will incur interest charged at 3% above bank base rate. Figures are subject to VAT @ 20%.
4. Where cables and/or pipes are concealed within walls, we are unable to accept responsibility should these be damaged during any works. Customer should inform DPC of any such cables and/or pipes prior to commencement of any works.
5. All work listed must be completed for a guarantee to be produced, this is a company backed warranty, which is not insurance backed.
6. DPC's reports are based on visible evidence and should further investigations be required the permission of the customer is required and the customer shall be on site at the time of the further investigations.
7. Should any deviations from the initial report occur once the works have commenced, the customer will be informed and agreement will be made between DPC and the customer as to whether the additional works can be done and whether any excess charges will be made
8. Estate Agents may use our services but they must have signed consent from the property owner(s) before work starts, unless you are a Management Agency.
9. Larger companies may use us as a middle company, however payments must be made within 14 working days of satisfactory completion or we have the right to added interest costs
10. Your quotation is valid for period of six months, after which we reserve the right to withdraw or amend
11. In the rare event, if your rising damp only problematic area is not resolved and the problem re-occurs after several attempts to rectify, you can seek reasonable compensation. Warrantied works by DPC will be included in the above report, each job comes with different warranty periods. This does not affect your rights under the Consumer Rights Act or any other consumer legislation.
12. We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied. To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction. As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards. In the unlikely event there is anything you are not completely satisfied with please contact us as soon as you can in order that we can rectify any problems as soon as possible. Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact them on: 0117 456 6031 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership>
13. Please sign, date and return the attached Acceptance Form before works commence. The form can be sent via post or a confirmation e-mail will suffice.