



LAWNSWOOD FENCING LTD

INSTALLATION WORKS TERMS & CONDITIONS.

- **Free site visits** are available to quote for supply and installation. We are not able to visit sites to quote for supply only. All appointments are confirmed 24 hours prior to us visiting. Appointments missed or cancelled without notice can be chargeable and may not be offered the opportunity to rebook. Some site visits to advise on insurance repairs, boundary disputes will be chargeable. Unless agreed in advance Lawnswood Fencing Ltd do not quote to rectify/make good works fitted by a 3rd party. Any queries please ask our sales team.
- Site visits where nobody is in when arranged or appointments cancelled with less than 6 hours notice may incur a charge, refundable on any order placed following a booking of a re-visit. Charge payable before re-visit.
- We only install products supplied and purchased from Lawnswood Fencing Ltd. All Lawnswood Fencing quotes (unless otherwise stated) are given as a final price to include material and labour as a combined total price. We do not supply itemised quotes as our fitters will do all alterations/cuts etc. whilst on site. A quote acceptance form will be issued with the quotation for customers to complete in order to proceed.
- All quotations are based on our standard rates, out of hours/weekends/emergency call out etc. will be charged at a premium rate. Please ask for more information.
- A minimum call out charge of 1 hours labour applies to all fitting work, this is to cover travel to site etc.
- Unless otherwise stated we remove the old fencing from site. Where possible we recycle as much waste as we can. Normally the soil from post holes or trenching out of gravel-boards is lost along the fence line, **please advise if this is not possible.**
Where Lawnswood Fencing Ltd provide skips we will where possible drop on boards to minimise any damage to hard surfaces. Please advise of any potential problems on the quote acceptance form. No extra rubbish will be accepted into Lawnswood Fencing Ltd skips without prior permission.
As all rubbish removal is charged at cost we can of course leave all rubbish on site and this will not be included in overall cost, please advise our estimator during your site survey.
- We may ask permission for a Lawnswood Fencing Ltd sign to be placed on the fence for a period following installation. We like to build a photographic portfolio of our work and may request to take photographs of the work we have carried out. We will ask your written permission and will only use the photographs for marketing/promotion of our goods and services. We will not include any information that may identify you. We will not share or pass any of your information to 3rd parties and adhere to GDPR requirements.

- **Preparation/day of works**

- We are not able to guarantee fitting dates at time of order but where possible will try and accommodate customer requests. Fitting dates are normally arranged 3-7 working days in advance.
- Clear access is required to your property/location of the work to be carried out. This includes ensuring pathways are clear of plant pots, furniture etc. **Please pick up after your dog before our fitting team arrives!** All broken glass, needles etc. must be cleared in advance as advised at time of quotation. Additional charges will apply if Lawnswood Fencing Ltd are not advised of extra works during site visit/ before works commence. **This is an accepted condition of order.**
- If internal access through garage, utilities, kitchens etc. is required, dust sheets and covers must be provided by the client unless otherwise stated. Lawnswood Fencing Ltd can accept no liability for damage.
- Access to power is usually required by our fitting teams who carry long extension leads and use a circuit breaker. Please advise the office in advance if a power point is not available as we can then provide a petrol generator, however this can be quite noisy so we recommend warning your neighbours.
- **It is the responsibility of the client to inform any adjoining neighbours/properties that we will be on site carrying out work.** Please ensure we are made aware of any disputes or previous difficulties so we can notify our fitting team in advance. We aim not to get involved in ongoing disputes but will liaise with relevant parties in order to peg out an agreed fence line where necessary. Any delays will incur additional charges based on our standard daywork rates per team.
- Toilet facilities will be required for our fitters. Please advise at time of ordering if will not be available to allow us to arrange for portable toilets to be provided. The cost involved will need to be included in the overall price.
- Any works for a 3rd party, ie: landlords, insurance companies etc. will require the completion of a quote acceptance form which will be issued with the quotation and is subject to relevant credit checks. Pro-forma/payment in advance may apply.
- Underground services, pipes including telephone and TV cables are not the responsibility of Lawnswood Fencing Ltd. Please notify us if you are aware of any services along the fence line which may not be at the required depth. **Any rectification of any damage may incur an additional charge if fitted by Lawnswood Fencing. Any delays due to waiting for a 3rd party may also incur additional charges— This is an accepted condition of order.**
- Feel free to supply our fitting teams with as much refreshments as you like—these are always very much appreciated.

- **Cancellation terms.**
- Weather plays a big part in our schedules, especially during the winter months. Snow, ice, strong winds etc. can cause delays. The safety and wellbeing of our staff is paramount and unsafe conditions can lead to cancellations or works being aborted at short notice. Customers will be notified accordingly if this occurs and your property will always be left safe and secure to the best of our ability.
- **Works cancelled or delayed by the client with less than 24 hours notice will incur a charge.**
Bespoke or special made/ordered items are non-returnable and will be charged at full price in the event of a cancellation.
- **PAYMENT TERMS**
- **All work unless otherwise stated is strict payment on day of completion as detailed in quotation and quote acceptance form. Late payments will incur additional fees.**
- Payment in full shall be made to Lawnswood Fencing Ltd (the company) within the period of the terms stated on the quote acceptance form or subject to agreed credit account terms if applicable. Should any goods be requested in advance for painting/staining etc. payment shall be made on or before delivery of the same for the full cost of the materials delivered.
Once stained goods are non-returnable/refundable.
Title to all goods shall remain with Lawnswood Fencing Ltd until the invoice is paid in full and by agreeing to terms on quote acceptance form you agree that we can access property to retrieve goods, any monies for installation will still be due.
- Payment methods include cash, bank transfer, debit or credit card. (Where payment is to be made by a 3rd party i.e. Insurance company, landlord, solicitor, estate agent etc. this may be required on a pro-forma invoice basis and is subject to relevant credit checks.
Deposits may be required. Account customers will need to provide written purchase orders for payment within their agreed terms.
- Invoices not settled within the terms quoted may result in additional costs being charged.
Any additional costs as a result of late payment, such as debt collection fees will be the responsibility of the client.
- **Guarantees/faults/after service**
- A workmanship guarantee is offered on all fitting work for 12 months. Any initial complaints or queries should be notified in writing within 24 hours of completion of work. Proof of purchase is required so the invoice issued must be produced to substantiate the guarantee.
- All Lawnswood Fencing Ltd gates are covered by a 3 month adjustment guarantee. This excludes any damage by 3rd parties or slamming, abuse etc. All adjustments are at Lawnswood Fencing Ltd discretion.

- **Effects of the weather**

- Wood is a natural product and therefore susceptible to certain changes in an outside environment. Most newly purchased fence panels have been manufactured from freshly treated timber. Extremes of temperature or changes in weather will cause a reaction in timber used outdoors. Heat may cause panels to lose shape but this process is normally reversed when temperatures subside. Certain products may warp in higher than normal temperatures, This is perfectly normal and in all but the most extreme cases normal shape returns.
- Sawn timber and machine rounded items may crack or splice. Splits and cracks occur naturally in timber grain due to changing humidity levels, they are not usually a cause for concern as they don't affect the strength or durability of the product. This will not affect the structural strength of the wood or your guarantee and is an accepted condition of sale.
- Timber contains knots, weather can cause these to fall out, known as 'knot drop'. This is an unavoidable issue. Knots can be glued back into place with an appropriate exterior wood glue. **This is an accepted condition of sale.**
- In extreme heat we recommend you should water fence panels daily to keep timber moist which will help prevent the panels from drying out as quickly. It is advisable to do this at the end of the day at the same time you would water flowers/plants. In most cases panels watered regularly will resume their original state once the temperature returns to normal.
We also recommend that fence treatment/ wood preservative is not applied during periods of extreme heat for the same reason. This could cause timber to dry out too quickly resulting in warping or twisting.

- **Pressure treated timber**

- Pressure treated goods are pressure impregnated with a timber preservative, an effective method use to preserve wood against fungal decay and insect attack. A decorative dye is added to the preservative process to ensure every piece of timber is coloured and preserved in one operation. This colour will fade over time. **Colour and shade of goods is variable and exact colour matches cannot be guaranteed.**
- Fresh pressure treatment sometimes leads to a small amount of green/white spotting on the surface of the new timber as the natural sap leaves the wood. This will fade away over time and is in no way detrimental to quality or durability. If pressure treated timber is cut, notched or drilled, it is recommended that an approved end grain preservative is applied. Failure to do so may reduce the effectiveness of the treatment and/or nullify any guarantee.

- **Non-pressure treated products**

- Dipped products will fade with time. The colour applied during manufacture is not permanent and treatment should be applied regularly. To change the colour allow the product to mature before applying a proprietary brand, following manufacturers instructions. Colour and shade of goods is variable and exact colour matches cannot be guaranteed.

KDM European products

All of KDM's products are manufactured from selected softwood with stainless steel fixings and treated with high quality preservative. With the exception of the Hazel hurdles all other products are supplied pressure treated to enhance the decorative style and protect the timber from insect infestation, fungal decay and rot. The treatment colour may vary depending on timber species and chemicals.

The colour will fade as the timber is exposed to weather conditions. The sapwood in pine which is the outer section of the log can have a tendency to react with pressure treatment resulting in bright flecks of green but will reduce in a short period. Mould growth can also become evident on sapwood during warm moist weather conditions and where the product is stored/assembled in areas exposed to the sun, this will not affect the strength or structure and is not considered a fault but is a natural reaction.

Please see KDM terms & conditions for full details.

- **Concrete products**

Hairline cracks in concrete products are a natural part of the manufacture and do not affect the structural integrity. Any replacement of products is at the discretion of Lawnswood Fencing Ltd and the decision is final.

Please note gravel-boards alone are NOT a retaining wall and under no circumstances are sold as such. Back filling with pea gravel and rubble does allow any settlement of the ground below.

- * **General information**

All staff are enhanced DBS checked (disclosure and barring service).

Lawnswood Fencing Ltd has combined liability insurance which includes employers liability, public liability and product liability of £5,000,000.

- * **And finally,**

Remember we are here to help. Any queries, questions etc. feel free to contact our sales team.

Tel: 01384 634082, Email info@lawnswoodfencing.co.uk

We pride our selves on top quality fencing and workmanship at competitive prices.