

Terms & Conditions

Please read through our Terms and Conditions and feel free to voice any issues that may arise. It is also important to let us know of any Terms and Conditions, or expectations, of your own that you would wish to be included before work begin.

1. Definitions.

In this document the following words have the following meaning.

'Client' means a person or organisation who purchase services from the Company.

'Company' means Vsm Property Services Ltd. Registered in England and Wales. Company registration number: 8025625, VAT registration number: 144239324, Registered office address:

34 Linkside Road, Bishops Stortford, Hertfordshire, CM23 5LR.

'Goods' means materials, plant, machinery, skips

'Supplier' means manufacturer of the 'Goods'

'Service' means hire of machinery, tools and equipment

2. Quotation and Price.

Our quotations are provided on the information that we have been supplied by a client. Quotations are produced detailed and transparent to avoid any misunderstandings. The quotations are valid for 28 days and is subject to the availability of materials and the cost at the time of quotation.

Accepting a quotation, either verbally or in writing, and agreeing to the commencement of works will allow these terms and conditions to come into affect.

The client will be notified in case of a price increase on Goods or Service needed to carry out the works prior the commencement of works. An additional or revised quote will be provided if the Client decides to add extra works or use a higher quality Goods as in the original quote.

3. Access to The Site.

The Client should make free and safe access to the work site before the beginning of the works and shall make their own provisions to protect their possessions left in a property whilst works are carried out. Client shall provide access to a standard voltage electrical supply, water supply and toilet facilities for all the workman on the site without a charge to a Company. If not the hire of generators, portable water tanks, portable toilet can be arranged with an additional charge to a Client.

4. Commencement of Works.

The Company will start works on agreed date and provide all the works as described in a quotation. The Client and the Company has a right to postpone the start date providing 1 week notice for works under 4 weeks duration and 2 weeks notice for works over 4 weeks. If the Client cancels work completely the 20% cancellation fee is payable to the Company. All our works have 12 month guarantee.

The Company may employ both direct and sub-contract labour to work on site. Each individual contractor takes full responsibility for their own third party liability. The Company will oversee all works to completion and takes full general and operational responsibility in the running of any contract agreed with the client.

5. Planning Permission and Party Walls.

The Client is responsible to obtain planning permission from the Council and where work shall be carried out on a party wall not fully owned by a Client. The permission of the party wall owner should be obtained by a Client prior the commencement of works. If necessary legal documentation not obtained the Company can not be held liable for the delay of works or any expenses or penalties as a result.

6. Risk and Property.

The Client is responsible for loss or damage of Goods at Clients work site or private Clients address. The Client shall not destroy, deface or conceal any identifying indication or packaging on or relating to the Goods. The Goods remain the property of the Company until full payment of the Goods and Services have been made to the Company. The Client shall allow free access to the company to where the Goods are stored for the inspection, collection or recovery.

7. Delivery.

Delivery of the Product will be made to a Clients address unless otherwise agreed. Any dates for delivery from a Supplier are approximate and Company will not be liable for any delay of the Goods or consequential loss, damage, charges or expense caused by a delay in delivery of the Goods. The Client should make access available to the work site for the delivery. If access not available at the time of delivery the Client may be charged additional cost for re delivering Goods. Any claim by the Client about the quality/ quantity or condition of the Product should be made in writing to the company within 1 day of delivery. The Company is not liable for any loss, damage or loss caused by delay of Product where third parties are involved.

8. Guarantees.

All customers will benefit from a full guarantee on our workmanship for a period of 12 months. Guarantees on materials run in accordance with manufacturers warranty periods where applicable. Our guarantee covers all new work and new materials used in construction or repairs, but does not guarantee the integrity of any existing structures, materials or decorations. In the event of a failure beyond the guarantee period we will be happy to investigate the cause and negotiate a solution to the problem without delay and carry out any agreed repairs as soon as possible. Some charges may apply for remedial work carried out beyond guarantee dates or to items not covered by our guarantee. Decorations are signed off on completion and not covered by guarantee. The Company shall not be liable for any defect caused by wear and tear, negligence, abnormal using conditions, misuse or alterations to the original works.

8. Insurance and Public Liability.

Public Liability Insurance is provided up to the sum of £2,000 000 by Ageas Insurance Limited. POLICY NUMBER FT601846XB. All usual general building practices are covered within our insurance policy. The Client and visitors shall make their own Health and Safety measures when visiting the site and shall inform The Director of the Company prior the visit. This includes but not limited to wearing protective footwear, protective and high visibility clothing, helmet. The Company shall not be held liable for any incidents occurring from Clients or visitor negligence.

9. Payments.

All invoices should be paid within 14 days of issue. Where the contract is running for more than 4 weeks Company reserve the right to arrange stage payments with a client. For contracts of over 4 weeks duration a 10% deposit should be paid to Company prior of commencement of works. The deposit is required to secure Clients place and book the works in for agreed period of time. In case of cancellation of works (from Clients side) the deposit is non refundable unless the Client has notified the Companies Director in writing 2 month prior the agreed start date of the works. Payment can be made via Bank Transfer, by cheque or in cash and a receipt for payment will be given. Please make all payments by cheque payable to VSM Property Services LTD. Bank Transfer details upon request. Payment in full is due upon completion of the contract and presentation of the associated invoice. Part payments, interim payments and deposits may be agreed prior to commencement of works or during the contract duration. A down payment is not usually required however arrangements may be made for a down payment in respect of the acquisition of bespoke or high value materials

10. Data Protection.

All client information is retained in accordance with the Data Protection Act 1988 and all personal and other client details will remain confidential. Clients name, phone number, e-mail address, address are used only by the Company for communication purposes.

The company reserves the right to use photos of the work sites of their Clients for advertising purposes.

11. Discounts and retentions.

Prices are based on the understanding that no retentions are held unless previously arranged and authorised. No Company or Sub Contractor discounts are given unless agreed and confirmed in writing.

12. Force Majeure.

The company will not be liable for any loss, damage, expense or delay of works caused by circumstances outside its reasonable control, including but not limited to act of God, civil commotion, Government policies or restrictions on import/ export, lock outs, fire, floods, manufacturing or delivery delays by third parties.

13. We will endeavour to employ a helpful attitude at all times and will always attempt to bring the building works to a satisfactory conclusion as soon as possible taking into account weather conditions and availability of specialist materials and unforeseen circumstances etc

