

THE RED TAPE

TERMS AND CONDITIONS FOR MR IAN STONE T/A CARPENTRY SERVICES.

These terms and conditions are designed to protect you the customer and me the trader. If you are in doubt about any aspects of these terms, please ask. I have kept them as simple as Possible.

1. These terms apply only to NON-IMMEDIATE WORK, when you have taken as much time as you need to consider the estimate attached. The estimate will expire after 3 months. If material costs increase between the time, you have received the estimate and the start date you will be informed of any such increases.
2. There will be no delivery charges for materials I supply unless shown in the estimate.
3. You are advised to read my email attachment regarding estimates and the assumption will be made that you agree unless you make it known prior to any agreed date made to undertake work.
4. The work will be arranged at a mutually agreed time but may be rearranged at no cost to myself due to unforeseen circumstances, such as inclement weather which includes high temperature. Once started, the work will be completed within a reasonable length of time.
5. PAYMENT IS TO BE MADE ON THE DAY OF COMPLETION, **BY CASH OR BY CHEQUE MADE PAYABLE TO MR. IAN STONE**, unless other arrangements are made and agreed before the start date. **I DO NOT ACCEPT ELECTRONIC PAYMENTS.**
6. I will never supply or ask for bank details requesting a deposit or payment by email. If you receive such a request do not open any attachments or links and inform me by phone.
7. All materials and goods fixed or otherwise remain the property of Mr Ian Stone until all cheque payments have cleared.
8. I have a legal duty to supply goods that conform to the description in my estimate. Manufacturers guarantees may also apply.
9. Complaints will be dealt with promptly I will return free of charge to address any issues due to my workmanship or goods that I have supplied.
10. As a Which? Trusted Trader and a member of the Trading Standards Buy With Confidence initiative, I have a range of support services available to me and you the customer. One of these services is access to an independent Alternative Dispute Resolution (ADR) service, which enables my customers to seek an independent review of a complaint in the unlikely event that we are unable to resolve the issue between ourselves.
11. During works there will be trip hazards, sharp tools, and machinery. You are reminded that it is your responsibility to be aware of these potential hazards. You are responsible for your own and any other person or pet's health and safety whilst I am working in or around your property. Mr Ian Stone will NOT be liable or responsible for any injuries however caused as a result of my activities whilst undertaking work that you have instructed me to do.
12. Images taken before, during or after works are for the sole purpose of making an assessment and record. These may be posted onto my websites along with descriptive text. If posted no reference will be made to persons or geographic location. It is assumed that your permission has been given for such images to be taken unless you indicate to me otherwise.
13. Images of furniture to be removed for repair/restoration will be taken prior to removal so that any defects or historic damage can be recorded.
14. Once purpose-built furniture and projects that require materials to be cut or altered has commenced. Commencement may take place prior to an agreed installation or start date. It cannot be cancelled without payment being made to cover costs of materials and labour up to the point of cancellation.
15. On arrival to undertake work parking must be made available kerbside immediately outside the property at least and preferably on a drive if available. This requirement is crucial. There

will be a large number of tools, materials etc to unload and frequent visits to my van made during works. I am unable to 'park down the road' or in a public car park due to the high value of goods carried. If I am unable to secure parking on your property or kerbside outside of your property, I reserve the right to reschedule dates to undertake the work at no cost to myself.

16. If I am undertaking work outside around your property plants and shrubs must be removed if they hold any value to you, I will inevitably need to stand on borders that surround ground floor windows and am not responsible for any damage to plants or shrubs.
17. Waste from work undertaken will be removed free of charge and disposed of in a responsible environmentally correct manner. A fee of £10 per removed door will be made if you wish me to take these away. These are disposed of at a trade waste facility.
18. Your instruction to proceed verbal or otherwise with work described and estimated by myself either verbally by email or by written correspondence will be deemed as acceptance of the above terms.