

The terms and conditions of this contract are not intended to infringe upon the statutory rights given to the customer or the company.

1. Our quotations are produced with as much detail as possible to avoid any misunderstandings. If something is missing that you would like included, please let us know and we will revise the quotation accordingly. Any additional works found necessary are to be agreed with you the customer and a separate revised or extra contract quotation provided.
2. Working Arrangements: All prices quoted are calculated on the basis of free access and unimpeded working during our normal working hours (8 am – 6 pm Mon – Fri, 8 am – 1 pm Sat – Sun), unless otherwise agreed.
3. Both company and customer to agree practical arrangements on working methods that provide minimum disruption to the customer and allow work to be carried out efficiently by the contractor in accordance to company construction phase plan.
4. Free access to premises where work will commence is required for delivery of materials, equipment, etc. Notice will be provided to customer when possible.
5. All building and other relative materials provided by the Company or Contractor remain the property of Unique Conservatory Systems Ltd until full and final payment is received via Credit/Debit Card, Bank Transfer or Cash.
6. Free access to premises for the purpose of collecting any materials surplus or used and/or specialist equipment etc remains in place until full and cleared final payment is received.
7. Accepting a quotation either verbally or written is your agreement to the commencement of works, this additionally activates the contractual Terms and Conditions of your agreement. Unique Conservatory Systems Limited may employ both direct and subcontract 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 take full general and operational responsibility in the running of any contract agreed with the client.
8. Payment can be made via Credit/Debit Card, Bank Transfer or in Cash with a receipt provided for all payments made. Bank transfer details upon request. Stage payment terms are agreed in advance of work commencing. Payment terms are summarised as follows: 30% Deposit: Required upon agreement of Contract. 30% Stage 1: Required 48hrs pre commencement of works. 30% Stage 2: Required upon completion of structural works. (i.e Roof/Ceiling) 10% Stage 3: Required upon completion of add on services. (i.e Lighting/Plaster) Stage payment amounts will be agreed prior to commencement of work and contract signing.
9. Insurance and Public Liability: Public Liability Insurance is provided up to the sum of £5,000,000. All usual general building practices are covered within our insurance policy. Details available upon request.
10. All customer information is retained in accordance with the Data Protection Act 1988 and all personal and other customer details will remain confidential.
11. In the event of unforeseen difficulties arising, or any other circumstantial changes, the quotation price or estimated cost may be revised to reflect the situation at hand.
12. Guarantees: All customers will benefit from a full guarantee on our workmanship for a period of 5 years on insulated ceilings or 10 Years for a Unique Tiled Roof and Insulated Ceiling. Guarantee on materials run in accordance with manufacturer's warranty period 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. Charges may apply for remedial work carried out beyond guarantee dates or to items not covered by our guarantee. Guarantees are transferable but do incur a £150 administration fee.
13. No responsibility is taken by ourselves for the presence of perished or rotten timber (or any other perished or rotten materials) in existing structures such as doors, windows and frames whether detected or undetected at the time of contract.
14. Extras will only be undertaken further to both full discussion with the customer, and, verbal or written agreement and charged at the agreed rate. Should a site survey be required before the commencement of works a surcharge of 150.00GBP will be required, this is then removed from the final balance upon completion of your installation.
15. Discounts and retentions: Prices are based on the understanding that no retentions are held unless previously arranged and authorised. No Main contractor or Sub contractor discounts are given unless agreed and confirmed in writing.
16. We will endeavour to employ a helpful attitude at all times and will always attempt to bring the works to a satisfactory conclusion as soon as possible, taking into account weather conditions, availability of specialist materials and any unforeseen circumstances.
17. Building Regulations: All products installed by Unique Conservatory Systems are built approved in accordance to regulatory body guidelines. Inspection and Certification will be completed by local authority Building Control or Jhai Limited an independent approved inspector. Certification is issued directly from the approved provider and may take up to 6 weeks post installation. Unique Conservatory systems cannot be held liable should any delay be incurred in certificate receipt post inspection. Alternatively you can withhold £350.00 till you receive your signed Building control certificate.

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#### Notice of Right to Cancel the Contract – Customer Cancellation Rights

You have the right to cancel this contract, within ten (10) calendar days starting on the day this order is issued. Cancellation must be communicated in writing to the manager at: Unique Conservatory Systems Ltd.

This cancellation notice slip must be used to exercise this right and can be issued in person or sent by post in which case you should obtain a Certificate of Posting or Recorded Delivery tracking reference, alternatively notification can be given via email to [info@uniqueconservatorysystems.co.uk](mailto:info@uniqueconservatorysystems.co.uk)

You are advised to take a copy of the cancellation notice before returning it to the company, ALL initial deposit refunds will be made via cheque within 14 days from the date of cancellation determined by the date we are in receipt of your cancellation slip.

If in the instance you agree for work to commence within the 10 day cancellation period and subsequently cancel in accordance with your rights, you are advised that reasonable payment will be due for the following services:

- Site Survey if applicable to Installation.
- All bespoke materials ordered as per signed contract.
- Building Regulation Certification Fees.

Customer Name: .....

Address: ..... Postcode: .....

Signature: .....

Date: .....