



Roofing Agreement and Expectations

Us to You

- i. If a customer would like to apply our like for like price guarantee we require a copy of the other quote(s), like for like can only be applied on the same work process, materials and guarantees provided.
- ii. We require no payments or deposits upfront unless otherwise agreed with Us in writing prior to the work being agreed.
- iii. Dates are allocated on a first come first serve basis, unless otherwise agreed with Us.
- iv. Any changes regarding commencement date, access/safety concerns, price and/or materials will be communicated as soon as the matter arises.
- v. Delays due to weather are completely out of our control, we will however prioritise the commencement date if the weather causes any stoppage/delays.
- vi. Our technicians will be polite and respectful; however, noise is to be expected.
- vii. If we require access through the property floor protection will be used.
- viii. We will leave the work areas tidy and clean at the end of every day, once complete the area will be tidied up and all materials removed, please note some dust and debris is to be expected while work is commencing.
- ix. All scaffolding/skips will be removed once full payment is received, please note these are provided by a third party, we do not have control over their schedules.
- x. Our guarantee will be attached to the invoice, the guarantee is activated once full payment is received.

You to Us

- i. Customer agrees to the work on the quote and the price, if something has been missed off the quotation, please contact immediately; the technicians are instructed to **only** complete the work on the quote.
- ii. We **do not** require any up-front payments or deposits unless prior agreed.

- iii. If scaffolding is required to be erected in a neighbouring property, then this is discussed and authorized before the scaffolders attend.
- iv. If parking restrictions apply to your area, we require permits or a space to be provided unless otherwise agreed with Us beforehand.
- v. The work area, including driveways are to be clear of obstruction before we commence, this includes cars, boxes, furniture, trees, shrubs, or bushes, any issue please discuss with Us prior.
- vi. To provide a source of water and electricity where possible and to discuss beforehand if unable.
- vii. If we require access to work from within your property a person over 18 years old will need to be present, please note most work can be completed externally and if so, we can do without a customer being present.
- viii. Absolutely **NO** unauthorised access onto the ladders or scaffolding while technicians are working. We will not be responsible for any issue that may arise from anyone entering the scaffold/ladders at their own risk.
- ix. We will not accept any abuse to the technicians or any of our administration staff, please allow them to proceed with their work, any queries can be raised with the office or with the technicians when they are on ground level.
- x. Once complete the customer is required to pay the invoice in full, within one day of the invoice being issued, as per our payment terms. We prefer all payments to be made by bank transfer, unless already agreed with Us.