



Terms and Conditions

Please make sure all working area is made available and free from any obstructions

Normal working hours between 8am – 4pm, Monday to Friday, although we will try to be flexible if necessary.

Scaffolding to be struck once payment has been made in full, this may take up to seven working days from the received payment date. Please be aware we cannot take any responsibility if the scaffolding affects a satellite dish, this can occasionally happen. If this is the case, the charge to rectify is £80.00 + 20% VAT per visit.

If our scaffolding company require access, we will need you to be at the property to allow them with access on the agreed erection date, if this cannot be met, a call out charge will incur. This will be a minimum charge of £100.00 + 20% VAT depending on your area. This cost will be passed to yourself.

Any unforeseen additional charges will be discussed and agreed with our customer before continuing with the works.

Any additional works not quoted for must be in writing and agreed by a member of our office team, otherwise we take no responsibility for any extra works carried out by the installers.

Prices for materials cannot be held due to the current climate. We will advise you of any changes to the quoted price when you accept the quote.

Your personal information will be held for 7 years, in line with the HMRC guidelines and for the smooth running of our business 'GJ Smith Roofing'. These details will not be sold or shared with any 3rd parties.

Once you have accepted our quote you will be given an estimated start date. This date will be given as an approximate 'week commencing' date. We will notify you if there are any changes to the agreed date. Please be aware that on occasions, other works may run over, or the weather may not be in our favour, therefore an element of flexibility is required.

An invoice is to be raised on completion of the works; you shall receive the invoice the same way you received the quotation. Payment terms 'due upon receipt'

A deposit of one third of the total work's value is required on work orders of £2,500.00 and above.

Replacement roof works - All garages/loft spaces must be clear of valuables and obstructions; we take no responsibility for any damages if items have not been covered/removed.



Glenacres, Watling Street, Dunstable, LU6 3QS Office: 01582 671185 Liam 07801315140 Alex 07885564778
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While undertaking work there can sometimes be vibrations to the roof, this may cause pop holes to your ceiling, this is due to the joist placement. We can take no responsibility for any movement to the nails/plaster.

Photographs will be taken of your property at various stages of the progression of the works, namely for quotation, various stages of the works progress and on completion. On occasions we may use these photographs on social media sites or for advertising. Please let us know if you do not wish us to use your photographs.

You have the right to cancel your works order from the date you have accepted the quotation and for a period of 14 working days after. Any materials purchased by us after this date and need to be returned, our suppliers ask for a re stock charge of 25% of the material cost. This cost will be passed over to yourself.

Acceptance of our quotation confirms acceptance of these terms and conditions.



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