



Terms and Conditions

Please make sure all working areas are made available and free from any obstructions.

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

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 work, and you will 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, an invoice stating the remaining balance will be emailed to you on completion of your work.

A scaffolding removal date will be requested once payment has been received in full and removal of the scaffolding may take up to seven working days from the received payment date. Please bear in mind that extra scaffolding hire charge may occur if payment is delayed.

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 £85.00 + 20% VAT per visit.

Our scaffolding company may require access, if so, 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. A call out charge will also incur if there are any obstructions preventing them from erecting the scaffolding. The cost can vary depending on your area and the cost will be passed to yourself to settle if the above has not been met.

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.



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

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 cannot take any responsibility for any movement to the nails/plaster.

Flat roof replacements – Please be aware that on rare occasions ponding to flat roofs may occur if the boards and falls are not replaced. This will not affect the performance or protection to your new roof and will not affect your guarantee period.

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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