

## Terms and Conditions

### Bsure Property Solutions - Services

**Interpretation:** The Company or We: bsure property Ltd trading as bsure property solutions, registered in England and Wales with company number 11910567 and bsure property solutions LLP, registered in England and Wales with partnership number OC411514. The Client/customer or You: The person/company to whom the Company supplied Labour and/or associated services.

**Site:** Any land or premises occupied by the Client and any other place provided by the Client on, over or through which the Labour is to operate.

The Company reserves the right to refuse or decline work at our discretion. Where we agree to undertake works for a Customer those works shall be performed by the designated Operative of the Company at its absolute discretion.

**Estimate:** The price given is a true estimate of what we expect to charge you in line with the job proposal. The job proposal describes services and/or goods we will provide.

The estimate is valid for 30 days from date of issue. Upon acceptance of the estimate, this then becomes the contract between you, the Client and us, the Company.

If there are circumstances we could not have been aware of that will affect the price, we will provide you with an updated estimate. You have the right to accept the price or decline.

Payment will be required for any work that you have authorised, and we have completed up to the point you cancel.

**Contract:** Upon acceptance of the estimate, this then becomes the contract between you, the Client and us, the Company.

This also forms an agreement that we shall issue all invoices and other correspondence relating to your account to the email address you have provided. There are two exceptions: a) Late Payment letters if your account is overdue, these may be issued recorded delivery instead of via email b) if an email address has not been provided, then paper invoices and letters will be raised then posted out/hand

delivered. In case of late payment, you may also be contacted by telephone.

**Delay:** We will aim to complete the work within the agreed timescale. We are only liable for delays caused by our own negligence. Any work will be completed within a reasonable time.

**Payment:** A holding deposit maybe requested to secure the commencement date and the balance on satisfactory completion of the job, unless an alternative arrangement such as staged payments has been agreed. The preferred payment method is by BACS into the Company bank account. However, a cheque for the holding deposit is acceptable and should be sent to the Company postal address as detailed on the holding deposit invoice.

In the unlikely event that you are dissatisfied, you are entitled to withhold an amount to cover any corrective work that may be required. We should be given the opportunity to complete any corrective work in the first instance.

Staged payments can be agreed and will be detailed on a payment plan including payment dates which will be duly signed by you, the Client prior to commencement of the works.

**Changes:** If you the Client would like to change what is to be supplied, we would request that you confirm this in writing or other durable form e.g. email or in the comments book that the company directors have on site. This will ensure that both parties have a record of what was agreed. Changes to the contract may also mean changes to the price and this will need to be confirmed in writing and agreed by both parties.

**Services Provided:** Your rights under the Consumer Rights Act 2015, state that services should be provided with reasonable care and skill, within a reasonable time, (if no specific time has been agreed) and for a reasonable cost, (if no exact price has been agreed). If a problem arises we aim to resolve the issue within a reasonable time.

**Goods Provided:** Any goods provided in line with the contract should be as described, of satisfactory quality, and fit for the purpose made known.

All materials remain the property of The Company until final payment has been received.

**Damage:** We will not be liable for any damage unless caused by our negligence.

**Cancellation:** Depending on the circumstances, and where and how your contract was agreed, you may have a 14-calendar day 'cooling-off' right to cancel after acceptance and the contract is entered. Your rights are contained in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations.

If you wish to cancel this contract outside of the 14-calendar days cancellation period, we reserve the right to deduct/claim the direct costs we have incurred including time spent on site visits and any materials purchased.

**Complaints Policy:** We are committed to providing the highest levels of care to all our clients. If you are in any way dissatisfied with our services, then please let us know as soon as possible following completion of the job. This will help us to continually improve our service to you.

When contacting us, please detail the nature of your complaint, your contact details and indicate your preferred method of communication, e.g. telephone or email.

All complaints should be emailed directly to the Company. Please contact 01903 241552 to request the email address.

We will acknowledge receipt of your complaint within three working days.

**Alternative Dispute Resolution:** We are required by law to advise you if we belong to a dispute resolution service and if we are prepared to use this service in the event a dispute arises.

We are not part of an ADR scheme, if a dispute occurs which we cannot resolve we will provide you with the details of a certified ADR provider and we will let you know whether we intend to use the ADR process. By law we do not have to use an ADR provider, but we do need to provide you with the details.

If you require advice on your consumer rights, please contact Citizens Advice Consumer Service on: 03454 04 05 06 or visit their website [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Privacy Policy:** We take your privacy very seriously and we ask that you read our privacy policy carefully as it contains important information in relation to your personal information. Our Privacy policy can be found in the 'contact us' section of our website. Alternatively, if you would like us to email you a copy, please just ask.

We do not sell your information. We do not pass on your information for marketing or research. We use your data only to perform the duties required to fulfil the terms of our contract with you and to ensure payment from you in respect of the works undertaken by us.

To ensure that we continue to provide the best service possible and to help other future customers, we may request your feedback and seek consent to have this feedback published on our website, and/or third-party websites where we may promote our services from time to time, such as checkatrade.

We occasionally take photos of the work we are undertaking to enable future potential clients to see the variety of services we offer. When we publish these photos on our website or platforms such as Facebook, we do not state any client's names or addresses.

**CHANGES TO OUR TERMS and CONDITIONS:** We may change these Terms and Conditions from time to time to meet current legislation and business needs. You should check this policy occasionally to ensure you are aware of the most recent version.