



## Terms & Conditions

### 1. Definitions

1.1. The term "Customer" refers to the individual or organisation that buys products or services from the Supplier.

1.2. The term "Supplier" refers to My Lovely Lawn Limited, International House, 142 Cromwell Road, Kensington, London, SW7 4EF, United Kingdom

1.3. The term "Proposal" refers to a document or quotation that outlines the products or services that the Supplier will offer.

1.4. The term "Terms and Conditions" refers to the specific terms and conditions that are described in this document.

### 2. General

2.1. In the quote, an area on page 1 is outlined 'Discussion/Pain Points with the customer' – any specifics that have been written/verbally discussed previously will be outlined in this section. If anything has been missed, please ensure to outline this. The quote and its price has been generated on this principle. Please do not accept the quote if anything in this section remains missing. The quote will need to be revised, please speak with your sales representative to have this amended.

2.2. Nothing in these Terms and Conditions shall prejudice any condition or Warranty, express or implied, or any legal remedy to which the Supplier may be entitled in relation to the Goods and Services, virtue of any statute, law or regulation.

2.3. Nothing in these Terms and Conditions shall affect the Customer's statutory rights as a Consumer.

### 3. The Order

3.1. All orders for Goods and Services shall be deemed to be acceptance of the Proposal pursuant to these Terms and Conditions.

3.2. Any variations to the Proposal must be agreed upon in writing by the Supplier and the Customer.

### 4. Supplier Obligations

4.1. The Supplier warrants that the product will, at the time of delivery, correspond to the description provided by the Supplier.

4.2. The Supplier shall perform the services with reasonable skill and care and to a reasonable standard in accordance with recognized industry and codes of practice.

4.3. Damage to Property. The Supplier shall take all reasonable steps to avoid causing any damage to the property where they are working. In the event that any damage is caused by the Supplier whilst working, the team leader will notify the Customer, take pictures of the damage, and notify the office. If the Customer notices any damage that the team leader is not aware of, the Customer will make them aware as soon as possible so the team has the opportunity, where possible, to rectify the issue while on site. The team leader



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will inspect the area with the Customer on completion of the installation. The Customer should inform the Supplier within 24 hours after the completion of the job of any damages not logged with the team leader.

4.4. Upon agreement to commence work, it is understood that weather conditions may impact the days that the Supplier is scheduled to work. As a result, the Supplier reserves the right to reschedule the work to the weekend or another date that is suitable for both parties. The Supplier will evaluate weather conditions using the UK's Met Office. The Supplier will not be held responsible for any delay caused by weather conditions, and the Customer shall not hold the Supplier liable for any losses or damages resulting from such delays.

4.5. Liability. The Supplier shall not be liable for any damage to property caused by any act or omission of the Customer or any third party not employed or engaged by the Supplier. The Supplier's liability for any damage caused by the Supplier shall be limited to only the contract price.

4.6. Indemnity. The Customer shall indemnify the Supplier against all claims, demands, actions, proceedings, damages, costs, expenses, losses, and liabilities arising from any breach of these Terms and Conditions by the Customer or any third party acting on behalf of the Customer.

## 5. Quality of Goods and Installation

5.1 Creases: Artificial grass is supplied on a roll and may crease due to its molecular structure. A visible crease does not indicate a fault with the product, as it will naturally de-crease over time, typically within three months of supply or installation.

5.2. Seams: While the supplier strives to make all seams invisible, they may be occasionally visible due to the molecular structure of the product and other factors beyond their control. Please note that seam visibility is not covered under the warranty.

5.3. Ripples: Plastic will expand and contract under hot and cold weather changes, which may result in ripples or air pockets. This does not constitute a fault with the product, as it will return to its normal state after a period.

5.4. Fixings: nails and/or screws and/or glue fixings are spaced out along the edging intentionally to allow for the expected expansion and contraction of the plastic product. The Customer must inform of any hidden concrete or concrete around fence posts, patios, and any other items in or around the install area prior to starting. The Supplier will do its best to accommodate this however please note in some cases it is not possible to remove the concrete and install the fixing. In this case, we will install nails further away from the perimeter, resulting in the Customer being able to pinch the lawn and a small flap will appear. This is not considered as unsecure.

5.5. Colour differential: Slight variations in colour may occur between batches of grass. My Lovely Lawn cannot be held liable for minor colour variations.

5.6. Installation method: My Lovely Lawn's installation method includes a sub-base of MOT Type 1 Aggregate and Granite/Grano Dust Aggregate. This will be installed by excavating the existing finish level of the lawn or building up the current level of the lawn. If there are any changes of materials, this will be said in the materials



section of the quote.

5.7. Natural ground depth: If certain areas of the garden are at a sufficient depth for installing the sub-base or close to that depth, less or no excavation may be required for those areas compared to others. This is taken into consideration when the quote is calculated.

5.8. Lawn cambers: My Lovely Lawn will keep the natural cambers of the lawn unless otherwise agreed with the customer in writing. The company does not intend to create a spirit or laser level lawn unless it has been documented in the written proposal.

5.9. Ground displacement: The customer should expect varying degrees of ground displacement / subsidence over time depending on location and the stabilisation membrane and sub-base installed are intended to slow this process, not prevent it. Dips that occur in the lawn do not constitute a fault in the work provided.

5.10. Scorching: The products are made of polyethylene and polypropylene and can be scorched by reflective or magnifying surfaces such as glass or clear plastic. It is the customer's responsibility to prevent this, as damage is not covered by the guarantee. Repairs to scorched grass will be chargeable

5.11. High traffic zones: High traffic zones of an artificial lawn may flatten, causing the blades to compress and giving the grass a different appearance than non-compressed sections. These can be brushed back to life.

## 6. Customer Obligations

The customer shall:

6.1. Obtain any necessary permissions, licences, and consents required prior to the start of services, at the cost of the customer.

6.2. Provide any relevant information to the supplier as requested, including any issues with wildlife (e.g. moles) or other concerns that may affect the installation process. If this information is provided, preventive measures or specialists can amend the installation accordingly.

6.3. Follow any additional requirements specified in the proposal or agreed upon by both parties.

6.4. Ensure that the installation can be carried out on the agreed-upon date and inform the supplier at least 24 hours in advance if any changes are necessary.

6.5. Complete any works specified in the quote before My Lovely Lawn begins work, and failure to do so will result in reasonable costs that have been incurred as a result plus an admin charge of £90 inc. VAT. Reasonable costs for example include labour, travel charges, loss of profit for the day and material supplier costs.

6.6. Cover the cost of any materials or items ordered to site that are refused and/or re-delivered.

6.7. Notify the supplier of any electrical cables or pipe-work in the installation area that could be damaged by excavations or fixings, and the customer will be responsible for any damage caused to appliances or structures



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not previously notified. Note that building regulations and British standards state that cables must be armoured and buried 450mm below ground. My Lovely Lawn will not be held liable for any electrics/pipes damage.

6.8. Advise the supplier if there is any hidden concrete or concrete around fence posts, patios, and any other items in or around the install area. Apprise the Supplier prior to installation and there is an agreement in place within the pain points/discussion section of the quote, then any additional works in this area will be stated there.

6.9. Inform the supplier of any invasive plants (e.g. japanese knot weed) or tree roots that might spread beneath or are in the proposed installed lawn and cause changes to the installation, and the supplier will not be liable for any damage caused in such a manner.

6.10. Ensure that someone is present at the end of the installation to agree on satisfactory completion with the team leader. Failure to do so will result in acceptance of the works conducted, unless notified and accepted by My Lovely Lawn. A call-out fee of will be charged for any subsequent revisit to address any issues not previously notified.

## 7. Start Dates

7.1. The Customer is to Adhere to the start date of the proposed works that are confirmed once the Supplier confirms deposit payment is cleared. For any changes of start dates please refer to Section (11).

## 8. Access

8.1. The customer shall be responsible for ensuring that the installation area is accessible and free from any obstacles or hindrances that may impede the installation process. Additionally, the area to be grassed must be mowed recently and clear of any obstacles, equipment or animal waste.

8.2. The price quoted for the installation and Proposal takes into account the location of the installation area and the ability to perform the works based on the available access. In the event that the customer denies access to the installation area via the access route specified, My Lovely Lawn reserves the right to charge the customer reasonable costs, plus a £90 inc. VAT admin fee as a result of the customer breaching the contract. Any additional charges incurred by the Supplier will be charged to the Customer. Reasonable costs for example include labour, travel charges, loss of profit for the day, material supplier costs.

8.3. The customer must notify the Supplier of any road or utility works that may affect the access route at least 48 hours prior to the installation team's arrival.

8.4. If the Supplier is unable to commence work due to circumstances outside of their control, such as restricted access that was not advised prior to installation, My Lovely Lawn reserves the right to charge the customer reasonable costs, plus a £90 inc. VAT admin fee as a result of the customer breaching the contract. Any additional charges incurred by the Supplier will be charged to the Customer. Reasonable costs for example include labour, travel charges, loss of profit for the day and materials supplier costs.

## 9. Payments



9.1. Payment Schedule: The total cost of the artificial grass installation is divided into three payments unless specified otherwise. 50% of the payment is considered deposit, and the remaining 50% is considered completion payment. Payment amounts and payment due dates are to be followed by the Customer as per the payment schedule.

9.2. Refunds: Payments made towards the artificial grass installation materials or reasonable incurred expenses by the Supplier are non-refundable, except in the case of cancellation by My Lovely Lawn. Any reasonable costs incurred as a result of the Customer cancelling the installation will be charged to the customer plus a £90 admin charge.

9.3. Late Payment: If any payment is not received on the due date before starting the works, My Lovely Lawn will release the proposed start date and book on another proposed start date that My Lovely Lawn sees fit.

9.5. Acceptance: By making any payment towards the artificial grass installation, the Customer agrees to these terms and conditions in full.

9.6. If the customer fails to pay the payments as per the agreed terms, the Supplier is entitled to charge interest at a rate of 3.00% (expressed as an annual interest rate) per annum above the base rate of the Bank of England from the due date of the invoice until the date of payment. Any payments remaining late will be instructed to a debt collection agency and/or lawyer for collections. Any costs in recovering the balance due from the debt collection agency and/or lawyers will be passed down to the customer, this will also include a £200 + VAT admin fee, which will increase the balance owed. Please kindly ensure payments are made on time to avoid any additional charges.

9.7. The customer must not withhold payment for issues related to creases, seams, or ripples as described in Section 5.

9.8. Title in the goods shall remain with the Supplier until the customer has paid in full for all the goods, services, and charges.

9.9. Payment is to be made into the business bank account. Name: "My Lovely Lawn Limited", Account Number: "14795270", Sort Code: "60-83-71", Bank: "Starling Business".

## 10. Waste: Skips, Grabs and Supplier Own Waste Collection

10.1. Waste will be the responsibility of the owner unless this is specified in the proposal.

10.2. The Supplier will arrange booking of the skip and cover the cost (if waste is included in the quote). No other items are to be wasted into the skip by the Customer, unless specified by the team leader. Any extra charges resulting in wrong waste being entered or waste overload by the Customer will be charged to the Customer with an additional £90 inc. VAT admin fee.

10.3. The quote and Proposal takes into account the location of the skip in relation to the area to be grassed. If access to the location for the skip or materials is denied during the job, reasonable costs will be charged plus a £90 inc. VAT admin fee as a result of the customer breaching the contract. Any additional charges incurred by the Supplier will be charged to the Customer. Reasonable costs for example include labour, travel charges and loss of profit for the day, material supplier costs.



10.4. If a skip is included for waste removal, it is because the excavated spoil is too large to dispose of legally on a truck, and a skip must be used. A grab service may also be used. The customer accepts that the Supplier is not responsible for filling the skip to the top. The Customer acknowledges they are not entitled to any reimbursement or discount based on the volume of space in the skip that is unused on their job.

10.5. Whenever possible, the Supplier will arrange for the collection of a skip on the same working day or following working day the job is completed. However, the Customer must allow up to 5 working days for the skip to be collected after the job's completion.

## 11. Returns / Cancellations / Change of Date / Additional or Amended Work Approval and Costs

11.1. Where the product is, faulty or does not comply with any of the Contract, the Customer should notify the Supplier within 7 days of delivery and the Customer shall be entitled to replacement Goods or a full refund.

11.2. Bespoke or cut to length items can only be returned if the product is found to be faulty, in line with distance trading regulations. Bulk Bag Items and/or Aggregates cannot be returned.

11.3. Cancellation by My Lovely Lawn: My Lovely Lawn reserves the right to cancel the installation for any reason. In such a case, all payments made by the Customer will be refunded in full. The Supplier will not be liable for any cancellations or remedial charges as a result of cancellations.

11.4. Cancellation by Customer: If the Customer cancels the installation for any reason, all payments made by the Customer are non-refundable. Additionally for cancellation within 4 weeks of advance of the start date, reasonable costs will be charged plus a £90 inc. VAT admin fee as a result of the customer breaching the contract. Any additional charges incurred by the Supplier will be charged to the Customer. Reasonable costs for example include labour, travel charges and loss of profit for the day, material supplier costs.

11.5. Change of date by Customer: Any changes to the installation dates must be confirmed in writing via email to [hello@mylovelylawn.com](mailto:hello@mylovelylawn.com) at least 4 weeks prior to the original start date. We will make every effort to accommodate your desired date change, but we cannot guarantee it, as it is subject to our current availability. Reasonable costs may be charged plus a £90 inc. VAT admin fee. Any additional charges incurred by the Supplier will be charged to the Customer. Reasonable costs for example include labour, travel charges and loss of profit for the day, material supplier costs.

## 12. Supplier Obligations

12.1. The Supplier warrants that the product will, at the time of delivery, correspond to the description provided by the Supplier.

12.2. The Supplier shall perform the services with reasonable skill and care and to a reasonable standard in accordance with recognized industry and codes of practice.

12.3. Damage to Property. The Supplier shall take all reasonable steps to avoid causing any damage to the property where they are working. In the event that any damage is caused by the Supplier whilst working, the team leader will notify the Customer, take pictures of the damage, and notify the office. If the Customer notices any damage that the team leader is not aware of, the Customer will make them aware as soon as possible so the team has the opportunity, where possible, to rectify the issue while on site. The team leader



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will inspect the area with the Customer on completion of the installation. The Customer must inform Supplier within 24 hours after the completion of the job of any damages not logged with the team leader.

12.4. Upon agreement to commence work, it is understood that weather conditions may impact the days that the Supplier is scheduled to work. As a result, the Supplier reserves the right to reschedule the work to the weekend or another date that is suitable for both parties. The Supplier will evaluate weather conditions using the UK's Met Office. The Supplier will not be held responsible for any delay caused by weather conditions, and the Customer shall not hold the Supplier liable for any losses or damages resulting from such delays.

12.5. Liability. The Supplier shall not be liable for any damage to property caused by any act or omission of the Customer or any third party not employed or engaged by the Supplier. The Supplier's liability for any damage caused by the Supplier shall be limited to the value of the services provided by the Supplier.

12.6. Indemnity. The Customer shall indemnify the Supplier against all claims, demands, actions, proceedings, damages, costs, expenses, losses, and liabilities arising from any breach of these Terms and Conditions by the Customer or any third party acting on behalf of the Customer.

## 13. Force Majeure

13.1. Neither party shall be deemed to be in breach of this agreement, nor shall it be liable for any delay or failure in performing its obligations under this agreement, if such delay or failure is caused by any event or circumstance beyond its reasonable control, including but not limited to acts of God, strikes, lockouts, accidents, war, fire, the act or omission of government, extreme weather conditions such as heat or flooding, highway authorities or any telecommunications carrier, operator or administration, or other competent authority, or the delay or failure in manufacture, production, or supply by third parties of equipment or services ("Force Majeure Event").

13.2. If a Force Majeure Event occurs, the party affected by it shall promptly notify the other party in writing of the nature and extent of the Force Majeure Event and the party shall use all reasonable endeavours to mitigate the effect of the Force Majeure Event on the performance of its obligations under this agreement.

13.3. The party affected by the Force Majeure Event shall be entitled to a reasonable extension of time for the performance of its obligations under this agreement, and if the period of delay or non-performance continues for more than 30 days, the party not affected by the Force Majeure Event may terminate this agreement by giving written notice to the affected party.

## 14. Deliveries of Materials

14.1. The Supplier shall use reasonable efforts to deliver the goods on the date and timescale specified in the order. However, the delivery date and time scale provided by the Supplier is an estimate only and may be subject to change due to reasons outside of the Supplier's control. The Supplier will provide the Customer with a delivery schedule, all delivered can arrive 0-5 days from the proposed installation date.

14.2. Time for delivery shall not be of the essence of the contract, and the Supplier shall not be liable for any loss, costs, damages, charges, or expenses caused directly or indirectly by any delay in the delivery of the goods.

14.3. The Customer shall be responsible for ensuring that someone is available to receive and safely secure





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the delivery and goods at the agreed location. If the Customer is unable to receive the delivery, the Supplier may charge for any additional delivery costs or storage costs incurred. All artificial grass or loose items will be delivered via a 1 man service, and is kerbside delivery, however some couriers may be able to help get the goods into the garden or into the house. The couriers will not accept any damage as a result. Once delivered and accepted, it is the Customer's responsibility to ensure it is secured safely.

14.4. The Supplier may deliver the goods in instalments, and each instalment shall be treated as a separate contract.

14.5. Upon delivery, the Customer shall inspect the goods for damage or defects. If the Customer discovers any damage or defects, the Customer must notify the Supplier within 24 hours of delivery. If the Customer fails to notify the Supplier within this time, the Customer shall be deemed to have accepted the goods.

## 15. Limitation of Liability

15.1. The Supplier shall not be liable to the Customer for any loss, damage, costs or expenses of any kind whatsoever arising out of or in connection with this Agreement, except in respect of death, personal injury and defective goods and services caused by the Supplier's negligence. These terms are subject to any statutory right to redress a consumer under the Consumer Rights Act 2015.

15.2. In no event shall the Supplier be liable for any indirect, incidental, special or consequential damages, or for any loss of profits or business interruption, arising out of or in connection with this Agreement, even if the Supplier has been advised of the possibility of such damages.

15.3. Nothing in this Agreement shall exclude or limit the Supplier's liability for fraud, fraudulent misrepresentation, or for any other liability which cannot be excluded or limited by law.

15.4. The supplier is not responsible for any third-party damage e.g. delivery lorry for goods, skip, delivery of grass. This includes roads, footpaths, driveways, etc. The Supplier will however help mediate with the third-party company on resolving this.

## 16. Governing Law

16.1. These Terms and Conditions shall be governed by and construed in accordance with the law of England and the parties hereby submit to the exclusive jurisdiction of the English Courts.

## 17. Surveys

17.1. The Supplier charges the Customer a survey fee of £86-£156 inc. VAT (depending on the complexity of the project) for measuring up, which must be paid in advance. However, the Customer can avoid this fee by providing accurate measurements themselves. It is essential to ensure the accuracy of the measurements provided (this can be ensured, by using cm or mm), as the Supplier will rely on them for ordering and installation purposes. The Supplier cannot accommodate any extra materials or grace. If the measurements provided are incorrect, the Supplier will only install what has been quoted for. If there is an area missing from the measurements, it will need to be quoted and installed on a separate occasion which will cost more.

17.2. The supplier's surveyors will do their best to accurately assess the area and provide you with a quote for the work required. However, the final price may be subject to change based on unforeseen circumstances or





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complications that arise during installation. In such cases, we will notify the Customer of any additional costs before proceeding with the work.

17.3. If the Customer cancels a survey less than 24 hours before the scheduled appointment or fails to attend the scheduled appointment without giving us prior notice, we reserve the right to charge the full survey fee of £72 inc. VAT. We may also charge an additional fee if we need to reschedule the appointment due to the Customer's failure to attend or provide accurate information for the survey.

## 18. Materials Ordered

18.1. The Supplier may order additional materials that is not quoted for to the Customer on purpose. Reasons for this include more financial sense due to bulk discount, items that come in packs rather than single goods or preventing delays due to expected delivery damages (e.g. gravel boards that have cracked during delivery or wood that's severely bowed/bent). As a result, the customer has no claim to these "additional" materials delivered that were not required to be installed for the Customer. Any additional materials will be collected by the Supplier.

18.2 The Customer has been quoted for the stated size of the project. Any additional materials required for the Customer's project will be charged accordingly.

18.3 Any materials supplied by the Customer are done so at their own risk. The Supplier shall not be held responsible for any delays, damages, or issues caused by such materials. No refunds will be given for any such delays, damages, or issues caused by the Customer's materials. If such materials are found to be not in order, additional charges may be incurred to rectify the issue.

18.4. All materials delivered by third-party or supplier such as fence panels, sleepers, and timber, will be used, installed, or fitted in the conditions they are delivered, unless they are damaged. The alignment of fence panels and sleepers will be as per the cutting off of each item from the supplier and may have a tolerance up to 20mm.

18.5. Any damaged items will be returned to the supplier. Please note that in such instances, there may be a delay in the completion time, depending on the item. The Supplier will do its best to minimise this.

## 19. Gradients & Levelling

19.1. Gradients in all gardens will be followed unless otherwise stated in writing by the customer or if "levelling services" or "grading services" are priced in the quote.

19.2. If levelling services or grading services are required, it is the responsibility of the customer to inform us in writing before the installation process begins.

19.3. If we are required to level or grade the area, an additional charge will be applied and stated in the quote.

19.4. If the customer requests that we install the artificial grass in a way that deviates from the existing gradients or any previous written agreement, we cannot guarantee the quality or longevity of the installation and will not be held responsible for any issues that may arise as a result, unless caused by our negligence.

19.5. The customer acknowledges that natural settling of the ground may occur over time, and as such, we



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cannot guarantee that the gradients will remain as initially installed.

## 20. Working Times on Site

20.1 Our general working hours are Monday - Sunday, from 7:30 am - 4:30 pm, however we may arrive later or sooner than 7:30 am and 4:30 pm depending on traffic or other unforeseen circumstances. Our daily work hours are typically 8 hours, but may be extended in order to complete the work within the agreed-upon timeframe.

20.2 We may work extra hours on-site and may work on UK holidays with prior agreement with the customer.

20.3 If we do not have access to the site during the proposed dates of work stated in Article 13 which delays the job proposed, reasonable costs will be charged plus a £90 inc. VAT admin fee as a result of the customer breaching the contract. Any additional charges incurred by the Supplier will be charged to the Customer. Reasonable costs for example include labour, travel charges and loss of profit for the day, material supplier costs.

## 21. Photos and Videos

21.1. Photos/videos may be published on the Supplier's website/social media platforms for promotional purposes. If the Customer does not wish the photos or videos of the site property or project to be shared, please notify Supplier in writing via email to [hello@mylovelylawn.com](mailto:hello@mylovelylawn.com). The Supplier will make our best effort to ensure that any media containing your property or project is not shared, however, the Supplier will not accept any liability for any media that has already been shared or downloaded by third parties. By agreeing to the Supplier's services, you grant the Supplier the right to use any photos or videos taken during the project for promotional purposes on our website and social media platforms.

## 22. Dispute Resolution

### 22.1. **Complaints Policy**

The business always endeavours to provide the best service for every customer. However, on rare occasions, there may be times where a customer may not be completely satisfied. To ensure the business is able to put things right as soon as possible, please read our complaints procedure below. The business will then be able to respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and the high standards the business aims to achieve.

In the unlikely event there is anything you are not completely satisfied with, please contact the business as soon so the problems can be rectified as soon as possible.

### 22.2 **Our Procedure**

Either call, email or write\* to us. The business aims to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.



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Where the business is unable to resolve your complaint using the business complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that the business cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on 02922670040.

\*please request proof of receipt if posting

## 23. Additional or Amended Work Approval and Costs

23.1. All additional or amended work must be approved and costs agreed upon prior to the work taking effect.

23.2. Extra material required for additional work, or otherwise as authorised by the customer, will need to be paid for prior to ordering, unless otherwise confirmed in writing by email to hello@mylovelylawn.com.

23.3. Once the final scope of work or contract of work has been submitted, any changes may not be possible. If changes are possible, they may incur additional costs and administrative fees.

23.4. If the work is paused or delayed due to the customer requesting additional/amended work, reasonable costs will be charged plus a £90 inc. VAT admin fee as a result of the delay until the work can resume. Any additional charges incurred by the Supplier will be charged to the Customer. Reasonable costs for example include labour, travel charges, additional materials, loss of profit for the day, material supplier costs. Depending on the nature of the work, the Supplier cannot guarantee that the work will be completed on time if there is additional or amended work. This may result in additional days being booked into the calendar which may differ to the current booking. Any damages/delays as a result of the delays are not the responsibility of the Supplier.

**This document represents the final project agreement. Should you accept the quote you will receive exactly what is listed in the itemised section of this document. It is your responsibility to check this document carefully as it represents a final agreement.**

