



Ashwood Group
Tree Services

Kingcup House, Woodcott Terrace, Aldershot, Hampshire GU12 4EG

M: 07979 648474 Office: 01252 318500

www.ashwoodgrouppltd.com info@ashwoodgrouppltd.com

Ashwood Group

Important points the customer must adhere to on accepting the quotation –

Please note: On the day that the work is due to commence the following conditions must apply – failure to do so may incur further charges:-

- All vehicles must be removed from site prior to arrival to allow clear access to all areas where work will be undertaken. Any garden furniture or ornaments must be removed from the work area. Inform the workforce if you cannot move it and they will happily move it for you.
- The area in which work is to be carried out must be free from any visible dog excrement. We advise any pets to be kept indoors whilst work is undertaken. Any hidden wires or risks within the area of work must be pointed out to the workforce prior to the onsite Risk Assessment.
- Any issues you may have regarding the work taking/taken place must be expressed on the day. Any extra work undertaken which is not on the original quotation will be chargeable and we reserve the right to refuse extra work on the day.
- It is the Client's responsibility to inform the neighbours who may be affected by the work being undertaken. If work is to be undertaken on a neighbour's trees or hedges the Client must obtain consent from the relevant neighbour, in writing if necessary.
- All arisings from the works to be removed by the workforce leaving all areas in a cleared condition unless otherwise agreed with the client. Any tree work which has a TPO or is in a Conservation area requires consent from the local council, Ashwood Firms offer this service for £100.00+vat. Any appeals to the council we charge £50.00+vat.
- Any consent obtained from the Council by the customer for work, copies of said consent must be received by us prior to the works taking place.

VAT Registration No. 985 0416 05 Copyright © 2017 Ashwood Group. All Rights Reserved.





Ashwood Group
Tree Services

Ashwood Group
Kingcup House, Woodcott Terrace, Aldershot, Hampshire GU12 4EG

M: 07979 648474 Office: 01252 318500

www.ashwoodgrouppltd.com info@ashwoodgrouppltd.com

TERMS AND CONDITIONS OF CONTRACT

Acceptance: Written or verbal acceptance of any quotation or invoice will also be regarded as acceptance of these Terms and Conditions.

Cancellations: Any postponement or cancellation of works must reach the Company either verbally, by text message or in writing at least 7 days before the work is due to commence. When there is not a 7 day cooling off period available before work commences, then the Client must complete the Cancellation Waiver Notice which is attached with the quotation.

Complaints: Any complaints arising from our contracted works should be made during the work period or as soon as possible after work has finished. Complaints can be made verbally, in writing or via our website.

Consent: Trees situated outside of the Client's property must have written consent from the owners (whoever they may be) before works can commence. The Company will not accept liability if this has not been verified beforehand.

Customer Satisfaction Questionnaire: From time to time, Checkatrade Questionnaires will be handed out to each Client upon completion of the works by the Company. Completion of these questionnaires is discretionary but does however ensure that the Company constantly strives to improve service to its Clients through valid and valuable feedback. All feedback is available to view on the Checkatrade website.

Payment Terms: Payment in full should be made either on the last day of the works being undertaken or within 7 days of receipt of the Company's invoice. Failure to do so will result in interest being charged at a rate of 2% per day (of the total work costs). In exceptional circumstances, a small deposit may be required for those jobs where the Company needs to hire in specific equipment or machinery to undertake the works.

Prices: When quotations contain individually priced items and only selected items are accepted, the Company reserves the right to amend the quotation with the selected items. All prices quoted are exclusive of VAT at the standard rate at the time of the quotation and are valid for a period of 12 months from the quotation date unless otherwise agreed with the Client.

Site: During the works, every effort will be made to leave the work areas in their original condition and to avoid damage within the garden surroundings. However, due to the nature of the Company's work, on occasion due to their proximity, some areas such as gravel drives, flower borders and

VAT Registration No. 985 0416 05 Copyright © 2017 Ashwood Group. All Rights Reserved.





Ashwood Group
Tree Services

Kingcup House, Woodcott Terrace, Aldershot, Hampshire GU12 4EG

M: 07979 648474 Office: 01252 318500

www.ashwoodgrouppltd.com info@ashwoodgrouppltd.com

Ashwood Group

lawns/grass may well suffer indentations, become a little squashed, trampled or minor damage may occur. Where necessary and if required to do so, staff can move garden furniture, ornaments, etc. but they cannot take responsibility for these items.

Site Conditions: The quotation is based on the site conditions existing at the time of the site visit remaining unchanged. When specifying trees to be reduced to ground level (this does not include removing the stumps) this is a guideline and is independent on no contamination (stones, metal, etc.) being found in the trunk base. If this is the case, then the trunk will be left as low as possible.

Stump Grinding: (A) Works: Unless otherwise stated, "to grind out the stump" refers to the removal of the root bole up to a maximum depth of 24" and is not the removal of the root system or exposed shallow roots. These will be quoted for separately. Unless otherwise stated, grinding mulch is back filled neatly into the stump cavity and any excess arisings are left on site. (B) Damage: The Company accepts no liability for damages to underground services. These must be drawn to our attention before the contract commences otherwise the Company cannot be held responsible for any damage caused. Extensive precautions are put in place to protect the property during grinding operations; however, on occasion, flying debris may sometimes clear this screening. If this is the case and damage occurs (after these precautions are in place) the Company cannot be held liable.

Tree Preservation Orders and Conservation Areas: Usually, the Company will apply for consent to carry out works on trees covered by these restrictions. If for any reason this is not deemed practical by the Company, then it will fall upon the Client to apply for consent. In this case, the Company will require proof of written notification from the relevant Local Authority before work can commence. Please be advised that should the Company undertake the application process and the Client cancels the works, then an application fee of £100.00 plus VAT is chargeable to the Client from the Company.

VAT Registration No. 985 0416 05 Copyright © 2017 Ashwood Group. All Rights Reserved.



Notice of the Right to Cancel

If the customer is thinking about or wants to cancel the contract, Ashwood Group t/s Ashwood Firms, Tree Surgeons have agreed the following process:

- The customer may have a cooling-off period of at least seven calendar days from the day the notice is sent, in which the customer can choose to cancel the contract and have any deposits returned.
- As part of the "Cancellation of Contracts Made in the Consumer's Home or Place of Work etc. Regulations", the customer has the right to cancel the contract in writing within the notice given at the time the contract is made (standard cancellation notice).
- As part of these Regulations, any sum paid by or on behalf of the customer as part of the contract will be repayable except where the regulations provide otherwise.
- As part of the "Consumer Protection (Distance Selling) Regulations 2000" Consumers have the right to cancel certain contracts contracted from a distance, for example through a website.

Optional Customer Cancellation Form

If you wish to cancel the contract you must do so in writing and deliver personally or send (which may be by electronic mail or post) this to the person named below. Complete, detach and return this form only if you wish to cancel the contract

.....

Customer Cancellation Notice

Name: Mr Andy Bryce Name of Customer: _____

Company: Ashwood Group Address of Customer: _____

Address: Kingcup House, Woodcott Terrace _____

Aldershot, Hampshire, GU12 4EG _____

Customer Signature: _____

Date: _____

I/We hereby give notice that I/We wish to cancel my/our contract.

Quotation reference: _____