



Reference: Terms of Business (Individual)

Between Indigo London Property Services (ILPS) & (The Client).

Booking Works:

1. (*The client*) by instructing ILPS to carry out works agrees to our terms of business.
2. All works orders & quotations are to be requested via email, clearly stating: the property address, invoicing details and the individual responsible for the works.
3. ILPS reserves the right to appoint specialist sub-contractors from our approved list.

Invoicing and Payment:

4. ILPS will aim to invoice works within 5 working days of completion. Once invoices are received it is the responsibility of (*the client*) to advise of any errors, changes or disputes relating to the works carried out. All invoice queries must be submitted in writing no later than 14 days from the invoice date.
5. An administration fee of £5.00 + VAT will be charged for the amending and re-issuing of invoices after 14 days of the invoice date.
6. All invoices are to be paid in full on receipt of the invoice, unless otherwise agreed. Late payment fees and any relevant administration charges will be applied upon failure to pay the invoice.
7. Invoices will be addressed to (*the client*) unless we are instructed otherwise at the time of booking. (*The client*) will be considered liable for payment unless clearly stated otherwise at the time of booking. It is (*the client's*) responsibility to provide correct and working billing details should they require invoices to be sent to third parties.
8. ILPS accept payment via bank transfer only.
9. Refunds may only be issued under limited circumstances. The decision to issue a refund is made at the sole discretion of ILPS.

Work Guarantee:

10. All works carried out by ILPS come with a one-year workmanship guarantee and individual product / manufacturer guarantees where applicable.
11. ILPS do not offer guarantees on repairs to existing systems and installations or on works where a replacement has otherwise been advised.
12. ILPS do not accept any responsibility for *client* supplied products.

WWW.INDIGOLONDONUK.COM

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13. All products supplied by ILPS are on the behalf of (*the client*). (*The client*) is ultimately responsible for the design and selection of all products supplied.

Deadlines:

14. ILPS endeavours to meet all agreed project deadlines, however this can't always be possible. ILPS expects that (*the client*) understands that alterations and adaptations to agreed works may have implications on completion time and project cost.

Cancellations:

15. (*The client*) must provide a minimum of 24 hrs notice when cancelling minor works (works valued at less than £500), and a minimum of 5 working days' notice when cancelling major works (works valued at more than £500).
16. ILPS reserves the right to charge a fee for all aborted call outs. An aborted call out fee will be charged on all call outs where access has not been possible or where a call out has not been cancelled prior to arrival. (Please refer to our fee structure document).

Fees & Charges:

17. ILPS require a deposit payment to be made on all works of a value greater than £500. Deposits may not be refunded when: works have been cancelled without sufficient notice, material cost has been incurred in preparation of works, specialist contractors have been paid in advance of works commencing.
18. Retention sums on major works are subject to approval and must be agreed before the commencement of works.
19. Additional charges. ILPS reserves the right to make additional charges as per our fee's document. It is (*the clients*) responsibility to ensure they are happy with our fee structure before booking in works. Fees are subject to change.

Quotations:

20. ILPS offer a free quotation service. All quotations are subject to agreement and are valid for a maximum of 30 days from the date of the quotation.
21. ILPS may include provisional costs in our quotations, these provisional costs are subject to change and agreement.
22. (*The Client*) is solely responsible for confirming and agreeing the specification of works quoted for. All products included in our quotations are supplied on the behalf of (*the client*).

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23. It is the responsibility of *(the client)* to ensure they are satisfied with any quotation provided before instructing works.

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