



DEADWOOD ARBORISTS | TREE CARE SPECIALISTS

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ARBORICULTURAL SURVEYS

TERMS & CONDITIONS OF SERVICE

1. All customers will be provided with a written quotation; in person, via email or alternative message as required/agreed, once the preliminary discussions regarding the content of and the purpose for the Arboricultural survey are agreed.
2. All prices given are subject to VAT.
3. Written confirmation agreeing to the total quoted price is required from the customer.
4. Notice of the Right to Cancel "Cooling off period" – the client has 14 days to cancel the contract (in writing) from acceptance date.
5. A timescale between the preliminary discussion, the completion of the inspection itself and completion of the report can only be estimated once the terms are agreed.
6. Once a date is appointed for the Arboricultural survey we try our absolute best to uphold this.
7. Due to the nature of our work, cancellation with minimal notice due to poor weather conditions is valid.
8. The aforementioned cancellation due to poor weather conditions also includes the prioritisation of emergency work that may suddenly arise.
9. We require 24hrs notice should the customer need to cancel a scheduled survey; exceptional circumstances aside. In the event of cancellation at short notice, costs may be proportionally incurred by the client.
10. Should amendments to the original quoted inspection be necessary or requested once on site, this will be subject to additional cost and may even be pushed to a later date.
11. Surveys of a considerable size (proportionate to the cost and timescale associated) may be subject to a 20% deposit upon agreement to proceed – this will be referenced on the quotation.
12. A first draft of the report collating all data from the survey will be emailed over for your consideration.
13. Upon completion of the survey and providing the first draft of the report, any issues will be discussed and dealt with accordingly to ensure client satisfaction.
14. We must be alerted of any dissatisfaction from the customer within a reasonable window of time otherwise later alterations may be privy to further quotation.
15. The total balance is due to be paid upon completion of the Arboricultural inspection and will be requested upon completion of the first draft of the report if it has not been previously received.
16. Under no circumstance will a final draft of the report ever be released for its intended use without satisfied payment. The final copy of the report is released to the client for their intended purpose upon full payment made to Deadwood Arborists Tree Care Specialists Ltd.
17. Further written invoices are available as required.
18. All details and recommendations presented throughout the report is based on professional observations and data collection, however we do not hold responsibility to ensure this information is acted upon as advised by the relevant client(s).

19. Any attempts to copy, alter or distribute the certified report without the knowledge and written consent of Deadwood Arborists Tree Care Specialists Ltd. will render the entire contents as invalid.
20. All data is been collected and reported with reasonable skill, care and diligence, with all relevant actions throughout undertaken in accordance with professional codes of conduct.
21. The survey results as reported are representative of the current status of the site and the tree(s) in question. This should only be utilized accordingly and within 12 months of the initial site visit, unless stated otherwise. Due to the potential for continual and often unpredictable change, the contents will become void once the aforementioned window of time has surpassed. After this point, further reinspection is recommended.
22. Should any external or extreme forces impact the inspected tree(s) following the inspection date but prior to the deadline for which the report is deemed valid, it is recommended that a reinspection still takes place to confirm the reported findings remain correct. Deadwood Arborists Tree Care Specialists hold no responsibility should the client choose not to proceed with this and adverse events consequentially occur.
23. All information presented throughout the report is based solely on evidence identified through inspection carried out on the specific site and tree(s) in question; the detailed analysis provided should not be reapplied in any other circumstances.
24. All information presented throughout the report will be accurate and honest; any attempts to coerce Deadwood Arborists to alter or falsify their findings to manipulate the outcome for the intended purpose of the report will render the entire survey as void, with the total balance still charged.
25. Deadwood Arborists Tree Care Specialists Ltd. hold no responsibility for any consequential activity that occurs outside of the advisory points made through the contents of this report.
26. Should the trees or area in question be subject to TPO or Conservation respectively this will be addressed and we will advise that any consequential work must be applied for accordingly.
27. If the customer is not the owner of the trees it is their responsibility to provide us this information with complete honesty and liaise with the true owner; establishing a full verbal or written agreement as required.
28. We hold Public Liability Insurance and a copy of this certification is available upon request.
29. Health & safety is of the utmost importance and we have procedures and policy to uphold this.
30. We must consider the safety of any wildlife likely to be impacted during the Arboricultural survey (e.g. nesting birds, bats).
31. Trees, plants and their environment are living organisms influenced by many varying factors that must be considered.
32. All access points to the site of work required must be made clear by the customer and it is their responsibility to move, secure or cover any property that may adversely impact the inspection.
33. The customer, or representative of, is expected to be on site upon our arrival and completion of the Arboricultural survey unless prior arrangements have already been discussed.
34. Deadwood Arborists are not bound to provide the services of their tree surgeon team for any necessary works based off completion of the Arboricultural survey and report. Any further Arboricultural expertise or labour would be subject to an additional quotation and availability.
35. We operate a zero tolerance policy and reserve the right to leave site and discontinue all work immediately should we be subject to any aggressive, abusive, harassing or violent behaviour from customers or third parties (e.g. neighbours). We reserve the right to still charge the full balance should such circumstances arise.