



DEADWOOD ARBORISTS

TREE CARE SPECIALISTS LTD.

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TERMS & CONDITIONS

(REVIEWED 2025)

1. All customers will be provided with a written quotation — in person, via email, or alternative message format as required/agreed.
2. All personal details provided by any prospective customer are fully protected under GDPR and stored securely, with access limited to senior employees of Deadwood Arborists. Information will only be used as relevant to the professional relationship between the customer and Deadwood Arborists.
3. All prices given are subject to VAT.
4. Verbal or written agreement to the total quotation price constitutes acceptance of the contract.
5. Where additional consideration is required for larger-scale work, the customer will be notified and receive their quotation within a reasonable timeframe.
6. **Notice of the Right to Cancel:** Customers have a 14-day “cooling-off period” to cancel the contract (in writing) from the date of acceptance.
7. Estimated timescales from quotation to completion will be provided where possible once work is agreed.
8. Once a date is appointed for the quoted work, we make every reasonable effort to uphold this date.
9. Due to the nature of our work, we reserve the right to cancel or postpone scheduled work at short notice where weather conditions make work unsafe or impractical.
10. We may also reschedule work at short notice to prioritise emergency or safety-critical jobs.
11. We require a minimum of 24 hours’ notice from the customer to cancel scheduled work (exceptional circumstances aside). Cancellations with

insufficient notice may incur proportional charges for costs already incurred.

12. Amendments to the originally quoted work requested once on site will be subject to additional cost and may require rescheduling.
13. Larger jobs (proportionate to cost and timescale) will be subject to a 20% deposit upon agreement to proceed, as referenced in the quotation.
14. Upon completion of work, customer satisfaction is important to us. Any concerns will be discussed and addressed where reasonable.
15. Any dissatisfaction must be reported within a reasonable timeframe. Later alterations may be subject to further quotation and cost.
16. All work is carried out in accordance with **British Standard 3998:2010** (Tree Work – Recommendations) wherever reasonably practicable.
17. Trees, plants, and their environment are living organisms affected by multiple factors. We cannot guarantee future condition, growth, or safety beyond the scope of the agreed work.
18. All resulting waste will be dealt with as specified in the quotation — whether fully removed, partially removed, or left on site.
19. The total balance is due upon completion of the work unless otherwise agreed in writing.
20. Written invoices are available on request.
21. We provide advice on the ongoing maintenance of trees and hedges where relevant but have no ongoing obligation to act unless a new contract is agreed.
22. It is the customer's responsibility to declare whether the trees/hedges are subject to **Tree Preservation Orders (TPO)** or are within a **Conservation Area**. Deadwood Arborists will also carry out relevant checks and apply for permissions as necessary.
23. If we apply for TPO/Conservation Area permission on behalf of the customer, the customer agrees that our quotation will be upheld if permission is granted. If, after we obtain approval, the customer engages another contractor to complete the approved works, a fee of **£150 + VAT** will apply.
24. If the customer is not the owner of the trees, they must disclose this fact and liaise with the rightful owner to obtain full verbal or written consent before work begins.
25. We are not able, nor willing, to act as mediators or negotiators between neighbours or other third parties in cases of dispute. If such a conflict is

identified at the quoting stage, we reserve the right to decline the job. If the conflict becomes apparent after work has commenced, we will suspend all operations immediately and full payment for all time and work carried out up to that point will remain due.

26. We hold valid **Public Liability Insurance**, and a copy of this certification is available upon request.
27. Health & Safety is of the utmost importance to us. We operate under strict health and safety policies and risk assessment procedures to protect our staff, customers, and the public.
28. Where wildlife may be affected (e.g., nesting birds, roosting bats), we are legally obliged to suspend work until it is safe and lawful to proceed. This may cause indefinite delay.
29. All access points to the work site must be clear. It is the customer's responsibility to move, secure, or protect any property (e.g., vehicles, ornaments, garden furniture) that may be affected by the works.
30. Trees agreed to be felled will be cut to as close to ground level as is safely practicable.
31. Stump grinding is not included in tree removal unless specifically quoted for. It is subject to additional cost and may be scheduled for a later date.
32. Where additional specialist equipment (e.g., MEWPs, cranes) is required to complete larger jobs, this will be arranged by us and charged to the customer as agreed.
33. The customer (or an authorised representative) is expected to be present upon our arrival and at completion unless prior arrangements are made.
34. We operate a **zero-tolerance policy** for aggressive, abusive, harassing, or violent behaviour from customers or third parties (including neighbours). We reserve the right to cease all work and leave the site immediately in such circumstances, with full payment for time and work carried out remaining due.
35. We accept no liability for indirect, consequential, or economic losses arising from delays, cancellations, or works performed, except where caused by our proven negligence or breach of contract.