

HOME SURVEYS HERTS

ORDER FORM & TERMS AND CONDITIONS

Thank you for choosing Home Surveys Herts, a trading name of Willcock and White Property Services Ltd. Please complete the form below and carefully read the attached terms and conditions before submitting your order. Your signature confirms that you have read, understood and agree to the terms and conditions.

Order Form

Client Information

Name	[Clients Full Name]
Address	[Clients Full Address]
Phone	[Clients Phone Number]
Email	[Client Email Address]

Property Information

Property Address	[Property Address to be Surveyed]
Property Type	[e.g., Detached, Semi-Detached]
Property Age	[Approximate Age of the Property]

Survey Type (Please Tick the Appropriate Box)

- ☐ Condition Report (Level 1)
An overview of the property's condition. Suitable for newer homes in good condition.
- ☐ Home Buyer Report (Level 2)
A more detailed inspection with advice on repairs. Includes a valuation.
- ☐ Building Survey (Level 3)
Comprehensive, in-depth survey ideal for older or larger properties with potential structural issues.
- ☐ Snagging Survey
Specifically for new builds, a snagging survey identifies any minor defects or incomplete work that needs addressing before moving into the property.

Additional Services (Optional)

- ☐ Remediation Quote
If issues are identified, we can provide a quote for repair work.
- ☐ Energy Efficiency Audit
Assess the property's energy performance and recommend improvements.

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Survey Date

Preferred Date	Survey	[Proposed Date]
Alternative Date		[Alternative Date if Needed]

Note: We will confirm the survey date based on availability.

Fees and Payment

The total fee for your selected survey is £[Amount].

Payment is due before the survey report is delivered. You will receive an invoice with payment instructions after your order is confirmed.

Client Signature: _____

Date: _____

Terms and Conditions

1. Introduction

These Terms and Conditions govern the provision of Home Surveys by Willcock and White Property Services Ltd, trading as Home Surveys Herts ("we," "us," or "our") to the client ("you," "your"). By engaging our services and signing the order form, you agree to be bound by these terms.

2. Our Services

We provide RICS-certified home buyer surveys, including Condition Reports, Home Buyer Reports, Building Surveys, and Snagging Surveys. Each survey will be carried out by a qualified RICS surveyor and will assess the property based on the level of survey selected.

3. Scope of Survey

The scope of the survey will depend on the type of service chosen:

- Condition Report (Level 1): Provides an overview of the property's condition.
- Home Buyer Report (Level 2): Assesses the property's condition, identifies significant issues, and includes a valuation.
- Building Survey (Level 3): Offers a detailed analysis of the property's condition, focusing on structural integrity and potential repairs.
- Snagging Survey: Specifically for new build properties, it identifies any minor defects, unfinished work, or issues that need addressing before moving in.

The surveys are based on a visual inspection only and will not include areas that are not readily accessible.

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4. Client Responsibilities

You are responsible for:

- Ensuring access to the property on the agreed date and time.
- Providing accurate and complete information about the property as requested by us.
- Notifying us of any specific areas of concern before the survey is conducted.

5. Fees and Payment

- The agreed fee for the survey must be paid in full before the survey report is delivered.
- Payment can be made via bank transfer or other accepted methods as specified on the invoice.
- Fees are non-refundable once the survey has been conducted, except in cases of cancellation (see below).

6. Cancellation Policy

- You may cancel the survey up to 48 hours before the scheduled date without incurring any charges.
- Cancellations made less than 48 hours before the survey will incur a cancellation fee of 50% of the total order value.

7. Report Delivery

- Survey reports will be delivered electronically within 5 working days after the survey is completed unless otherwise agreed.
- The report is for your use only and may not be shared with third parties without our written consent.

8. Limitation of Liability

- Our reports are based on the condition of the property at the time of the survey and are intended to provide an overview of its current state. They do not guarantee future performance or condition.
- We will not be liable for any issues that arise after the survey is completed or for areas that were inaccessible at the time of inspection.
- Our liability is limited to the cost of the survey and does not extend to any additional costs incurred by you as a result of findings in the report or subsequent repairs.

9. Remediation Services

If your survey identifies issues requiring remediation, we can offer a separate quote for remedial work through our trusted contractors. Any remediation work is subject to a separate agreement and terms.

10. Confidentiality

We will maintain the confidentiality of your personal information and will not share it with third parties unless required to do so by law or if you provide explicit permission.

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11. Complaints Procedure

If you are dissatisfied with our service, please contact us in writing at hello@homesurveysherts.co.uk. We will respond to your complaint within 10 working days and aim to resolve any issues as quickly as possible.

12. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising from these terms will be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Changes to Terms and Conditions

We reserve the right to modify these Terms and Conditions at any time. Any changes will be posted on our website and will take effect immediately.

Contact Information

For any questions regarding these Terms and Conditions or your survey, please contact us:
Willcock and White Property Services Ltd, trading as Home Surveys Herts

Phone: 01992 879 507

Email: hello@homesurveysherts.co.uk

By signing this form, you acknowledge that you have read, understood, and agree to the Terms and Conditions provided by Willcock and White Property Services Ltd, trading as Home Surveys Herts.

Client Signature: _____

Date: _____