



House2Home Property Solutions Ltd Terms & Conditions

Updated April 2023

By accepting (either verbally, in writing or electronically) an agreement for House2Home Property Solutions Ltd to conduct work on your behalf ('The Client') you are entering into the following agreement.

1. Interpretation

- 1.1. References to any statutory provision, authority, rule or code of practice shall be deemed to include the amended versions, replacements or successors of such.

2. Relationship between the Parties

- 2.1. The Client engages House2Home Property Solutions Ltd to provide the services specified in these terms and conditions and attached schedules/quotes.
- 2.2. No term of this agreement or course of dealings between the parties shall operate to make House2Home Property Solutions Ltd or any of its employees an employee or agent of the Client.
- 2.3. Neither party shall assign or transfer any of their rights, liabilities or obligations arising under this agreement without the prior written consent of the other party.

3. The Quotation

- 3.1. House2Home Property Solutions Ltd shall provide to the Client a proposal for the services to be provided ("the Quotation") which shall set out:
 - 3.1.1. The services which House2Home Property Solutions Ltd will undertake for the Client.
 - 3.1.2. The date or time period within which the service will be performed.
 - 3.1.3. The prices which the Client shall be charged for the performance of the services including:
 - 3.1.3.1. Any fees which House2Home Property Solutions Ltd shall charge.
 - 3.1.3.2. Any disbursements or expenses which House2Home Property Solutions Ltd will require the Client to meet (including but not limited to the prices of materials).

4. The Services and the Time and Manner of their Delivery

- 4.1. House2Home Property Solutions Ltd will provide such services to the Client as are set out in the Quotation.
- 4.2. The services will be provided to the Client within the timeframe specified in the Quotation.
- 4.3. Time frames and dates of delivery are provided for guidance only and House2Home Property Solutions Ltd makes no guarantee that the services will be performed within the specified period. For the purposes of this agreement, time shall not be of the essence and House2Home Property Solutions Ltd shall not be liable for any loss or damage suffered by the Client as a result of the delivery of services being delayed or postponed for any reason.

5. Payments

- 5.1. The contract price is set out in the Quotation, which includes details of the charges which House2Home Property Solutions Ltd will make for labour. Materials and parts may be required and supplied at an additional cost.
- 5.2. The intervals at which House2Home Property Solutions Ltd may invoice the Client in respect of the whole or an instalment of the contract price are set out in the Quotation.
- 5.3. Notwithstanding 5.1 and 5.2 above, House2Home Property Solutions Ltd may vary the contract price from the amount set out in the Quotation where he has provided services which are different or in addition to those set out in the Quotation either at the specific request of the Client or because he has been required to complete additional work which was not anticipated at the time the Quotation was made, or because of market fluctuations in the price of materials.
- 5.4. The Client agrees:
 - 5.4.1. Not to withhold any sums due to House2Home Property Solutions Ltd.
 - 5.4.2. Make payment within a maximum of 48 hours of completion of works and/or request via invoice for work.
 - 5.4.2.1. That if payment is not made within 48 hours accepts that they will be charged additional fees.

6. Cancellation

- 6.1. The client may cancel a booking anytime up to 48 hours before the agreed date and time and will incur no charges.

Any cancellations with a notice period of less than 48 hours will be subject to a £20 late notice fee.

7. Client's Obligations

- 7.1. The Client shall be responsible for the correctness of all measurements for products or materials which he gives to House2Home Property Solutions Ltd. Where these measurements are not correct and accordingly materials or products which are ordered or provided by House2Home Property Solutions Ltd are the wrong size, the Client shall bear the expense of rectifying this.
- 7.2. The Client shall co-operate with House2Home Property Solutions Ltd as may be necessary to facilitate this agreement, including but not limited to:
 - 7.2.1. Permitting House2Home Property Solutions Ltd access to the property or location in which the services are to be supplied ("the Site") and assuring that such access is appropriate and adequate.
 - 7.2.2. Where the Site is indoors, ensuring that there is adequate ventilation.
 - 7.2.3. Providing for House2Home Property Solutions Ltd such facilities as may be necessary in order to allow them to complete the services.
 - 7.2.4. Following House2Home Property Solutions Ltd.'s reasonable Instructions relating to safety and the state of work which has recently been completed by House2Home Property Solutions Ltd or is in the process of being completed or to the state of the Site in general, including directions and restrictions on appropriate usage, care, and maintenance.
 - 7.2.5. Unless the Quotation specifies otherwise, the Client will be responsible for any cleaning and redecorating which is necessary to the Site after House2Home Property Solutions Ltd has completed the agreed services along with removal of waste/waste material and building rubble.

- 7.2.6. Where House2Home Property Solutions Ltd stores or keeps any materials or equipment on Site, the Client shall accept responsibility for the security and safety of such and shall account to House2Home Property Solutions Ltd for any loss or damage.
- 7.2.7. The Client shall be responsible for any permissions, licences or consents which are necessary in order for the services to be provided. The Client warrants that he has applied for and obtained all such necessary permissions, licence, or consents prior to contracting House2Home Property Solutions Ltd.

8. Supplier's Obligations

- 8.1. House2Home Property Solutions Ltd shall perform all duties, services, and obligations under this contract with reasonable care and skill and to a reasonable standard. They shall comply with all relevant codes of practice and statutory or regulatory requirements.
- 8.2. House2Home Property Solutions Ltd shall take all reasonable care with the Client's property, including taking reasonable steps to protect the Client's furnishings, fittings, wall, ceiling, and floor coverings during the provision of the services.
- 8.3. House2Home Property Solutions Ltd shall be responsible for managing and arranging the safe.

9. Property Rights and Assumption of Risk

- 9.1. Any property rights, title or ownership in any property or materials which are used by House2Home Property Solutions Ltd in providing or delivering the service shall remain with House2Home Property Solutions Ltd until the Client has made payment in full in accordance with these Terms and Conditions.
- 9.2. Risk and responsibility for any products or materials which are used in the supply, performance or delivery of the services shall pass from House2Home Property Solutions Ltd to the consumer:
 - 9.2.1. Where House2Home Property Solutions Ltd is responsible for delivering the products or materials to the Client, upon delivery; or
 - 9.2.2. Where House2Home Property Solutions Ltd is not responsible for delivery, at the moment the products or materials leave House2Home Property Solutions Ltd's storage premises.

10. The Guarantee

- 10.1. House2Home Property Solutions Ltd provides to the Client, in addition to any statutory rights which the Client may have, a guarantee that the services provided under this contract shall be free from defective or flawed materials or workmanship for a period of 12 months from the completion of the services, notwithstanding that this guarantee shall not apply to:
 - 10.1.1. Defects or flaws which are as a result of any misuse, failure to adequately and properly maintain, neglect or failure to follow Instructions or recommendations on the part of the Client.
 - 10.1.2. Any defect or flaw which is caused by mechanical or chemical damage (which is not in itself a result of some defect in the workmanship or materials) and which arises after risk in the property has passed to the Client.
- 10.2. House2Home Property Solutions Ltd shall, at their sole discretion, determine the manner in which they will satisfy this guarantee, whether by repairing, re-performing or replacing the services or by refunding to the Client all or part of the monies which have been paid.

- 10.3. Where the Client considers that the services are defective upon delivery or performance then they shall notify House2Home Property Solutions Ltd of this within 30 days, failing which they shall not be entitled to claim the benefit of this guarantee.
- 10.4. This guarantee shall not become effective until the Client has paid House2Home Property Solutions Ltd in full, failing which the Client shall not be entitled to claim the benefit of this guarantee.

11. Termination

- 11.1. This agreement shall continue until the services (or any mutually agreed addition, extension, or variation thereof) have been provided, or until terminated in accordance with the below.
- 11.2. Without prejudice to the above the employment of House2Home Property Solutions Ltd under this Agreement may be terminated immediately where any of the following circumstances arise:
 - 11.2.1. Either party commits a serious breach or persistent breaches of this agreement including but not limited to the non-performance, neglect or default of any of his duties as outlined herein (including a failure on the part of the Client to make payment within agreed timescales) and after notice of this breach has been given to the defaulting party it remains unremedied and unrectified 7 days after such notice.
 - 11.2.2. Either party commits a breach of this agreement which cannot be remedied.
 - 11.2.3. Either party becomes insolvent or enters into a CVA or IVA or ceases to carry on the whole or substantially the whole of its business.
 - 11.2.4. Upon termination of the employment of House2Home Property Solutions Ltd under this agreement the Client shall pay to House2Home Property Solutions Ltd such sums as may represent work done and expenses incurred up to and including the date of the termination.
 - 11.2.5. Any right to terminate the employment of House2Home Property Solutions Ltd under this agreement shall be without prejudice to any accrued rights or liabilities arising out of this agreement which are in existence at the date of termination.

12. Disclaimers and Exclusions

- 12.1. House2Home Property Solutions Ltd shall not be responsible in any circumstances to the Client or any third party for any loss of profit or indirect or consequential economic damage or loss, howsoever caused, whether as a result of negligence, misrepresentation, breach of contract or otherwise.
- 12.2. Nothing in the foregoing shall be read as restricting or limiting in any way House2Home Property Solutions Ltd's liability for death or personal injury.

13. Indemnity

The Client shall indemnify House2Home Property Solutions Ltd against any loss or damage which results from the Client's breach of this agreement or failure to abide by any of its terms.

14. Force Majeure

Neither party shall be liable for any delay or failure in performing its obligations or duties under this agreement which results from circumstances outside his reasonable control including but not limited to acts of God, industrial action, war, fire, threat of terrorism, civil disturbance or rioting, government or regulatory action, breakdown in plant or machinery or shortage of raw materials or supplies.

15. Warranty of Contractual Capacity

Both parties and the signatories to this agreement warrant that they are authorised and permitted to enter into this agreement and have obtained all necessary permissions and approvals.

16. Whole Agreement, Governing Law, Severability and Miscellaneous Provisions

- 16.1. This document constitutes the entirety of the agreement between the parties. It supersedes any prior representations which may have been made, whether orally or in writing. Any modification to this agreement must be made in writing and signed by both parties.
- 16.2. This Agreement shall be governed by the Law of England and Wales and the parties agree to submit to the exclusive jurisdiction of the English Courts.
- 16.3. All clauses, sub clauses and parts thereof shall be severable and shall be read and construed independently. Should any part of this Agreement be found invalid this will not affect the validity or enforceability of any other provision or of this agreement as a whole.
- 16.4. All terms, conditions and covenants contained in this agreement shall bind the parties and their heirs, legal representatives, successors to title and permitted assignees.
- 16.5. Nothing in these terms and conditions shall incur any rights on a third party and no third party may enforce any provision of this contract under the Contracts (Rights of Third Parties) Act.
- 16.6. The failure by either party to enforce any provision of this agreement shall not be deemed a waiver or limitation of that party's right to subsequently compel and require strict compliance with every provision of this agreement.