

## Terms & Conditions

All instructions for bookings must be confirmed by email. Once an instruction to prepare a report is received an agreement is deemed to exist between Inventories4u and the instructing party under these terms and conditions. All reports prepared by Inventories4u provide an unbiased record of the contents of the property, the condition of the contents and the property's internal state at the time the inventory was prepared. This is conducted by an Inventory Clerk acting as an independent third party. It is the responsibility of the tenant, landlord and/or agent to agree between themselves the accuracy of this report and it is advised that all parties sign the report as confirmation. Inventories4u cannot be held responsible for any errors or omissions.

### Meter Readings

Meter readings can only be taken if the meters are easily accessible and in any event, the relevant utility company should check meter readings. If the meters are not located or accessible to read then no readings will be taken and we cannot be held responsible for this. We will accept photographs and meter readings from estate agents and landlords after the booking has been conducted to include into the final report.

Should there be any amendments/additions to the report, Inventories4u must be notified within 5 days from receipt of the report otherwise it is considered accurate. Changes will only be made provided the clerk agrees with the comments.

The inventory clerk preparing this report is not an expert in textiles, woods, materials or antiques etc, nor is the inventory clerk a qualified surveyor. The inventory should not be used as an accurate description of each and every piece of furniture and equipment nor as a structural survey report. We are unable to assign a value to any item at the property.

All descriptions within reports are for identification purposes only. Property with lofts, cellars and locked rooms, which have not been seen and recorded, are the sole responsibility of the Landlord. All items are considered to be in good condition, clean and free of damage unless otherwise stated in the schedule of condition. The tenant has an obligation to leave the property as found with fair wear and tear accepted. At the end of the tenancy, the inventory report is checked and any significant discrepancies will be reported to the instructing party.

### Fire and Safety Regulations

The Fire and Safety Regulations for furnishing, gas, electrical and similar services are the ultimate responsibility of the Instructing Principal. Where the inventory notes, "FFR label seen" this should not be interpreted to mean the item complies with the "Furniture and Furnishings (Fire) (Safety) (Amendments) 1993". It is a record that the item had a label as described or similar to that detailed in the "Guide" published by the Department of Trade and Industry, January 1997 (or subsequent date), attached at the time the inventory was compiled. It is not a statement that the item can be considered to comply with the regulations.

### Electrical Appliances

All electrical items are considered to be complete with plugs, bulbs and flexes etc. unless otherwise specified. No account will be given of the efficiency or safety of the appliance. Boilers, gas fires, water supply, fire alarms, radiators will not be tested as part of the inventory. Tenants are advised to test all appliances as soon as possible and report any faults to the Landlord/Managing Agent.

[www.inventories4u.com](http://www.inventories4u.com)

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T: 07763 676579 / E: [info@inventories4u.com](mailto:info@inventories4u.com)

### **Smoke and Carbon Monoxide Alarms**

Inventories4u will test all smoke and carbon monoxide alarms for power only on the day of conducting the report where possible. If we are unable to test the alarms or they are not working, we will immediately contact the agent/landlord. However, we will not be liable for any alarm that does not work after the booking has been conducted. It is the responsibility of the tenant to inspect any smoke detector(s) fitted in the property at regular intervals to ensure they are working correctly.

### **Delivery**

Inventories4u is committed to providing reports within 48 hours of the visit to the property whenever possible. If you require a report to be turned around urgently please advise us at the time of booking and we will do our best to accommodate your request. All reports will be delivered via email to the instructing party unless otherwise requested. By law we are unable to forward reports to anyone other than the instructing party.

### **Charges and Payment**

Prices vary according to the type of report required, the contents, and size of the property. Prices for a 'furnished' property, means that the property has what we consider to be a typical amount of furniture for a rental property. Invoices will be raised at the same time as the report is dispatched to the instructing party.

It is the responsibility of the instructing party to settle payment for any reports or charges incurred, irrespective of receipt of client funds, unless we are informed at the time of the booking.

If you are a private client, we will require you to settle the invoice for the booking before the report is released. Payment is required by direct bank transfer to the account number detailed within Inventories4u invoice. All invoices must be paid within 7 days of receipt (receipt is deemed to be the same date as the email with the invoice pdf attachment is sent).

Failure to make prompt and accurate payment will result in a 'Late Payment Charge' being levied on the client's account of £10.00 or 10%, whichever is the greater amount, every 7-day period that the account remains overdue. Inventories4u reserves the right to withhold any documentation not fully paid for by the instructing party. Where the instructing party is in arrears Inventories4u may withhold such documentation or reports it deems fit, until such arrears are settled in full.

### **Complaints**

If you have a complaint, you should send this by email as soon as possible after the date of the report to [info@inventories4u.com](mailto:info@inventories4u.com). Your complaint will be fully examined and responded to within 10 days of receipt.