

South Coast Home Inspectors

Terms and Conditions

These terms and conditions apply for the engagement of services offered by South Coast Home Inspectors and is governed by the laws of England & Wales. No variation to these terms shall be made without the mutual consent of both Parties. In the case of EPC and HCR duties these terms are further governed by and adhere to the latest version of DCLG *Certification Scheme and Accreditation Scheme Standards Part 2: Technical Standards Home Inspector Inspection and Reporting Requirements (currently July 07)* which are mandatory and cannot be altered, restricted or expanded. By ordering our services you agree to these terms and conditions.

The Client should carefully read and fully understand this document as all of South Coast Home Inspectors services are conducted on the basis of these terms. The Client is encouraged at any time to seek clarification on any matter contained in this document by contacting South Coast Home Inspectors. All quotations are valid for 30 days from date of issue.

Definitions

1. "South Coast Home Inspectors" and "Southcoasthi.co.uk", referred to here as SCHI and logo are wholly owned trading names and images of Project Management & Surveying Solutions Ltd, whose registered office is at 9 Stuart Close Crawley West Sussex RH10 7GW. Registered in England & Wales no 5940825 and VAT no 891 0959 89.
2. "Client" shall mean the individual person or corporate entity who engages South Coast Home Inspectors to provide EPCs, HCR's or other services either on their own behalf or on behalf of an identified authorised third party. Services can only be instructed from those legally capable of entering into binding contracts and must be at least 18 years old.

Engagement

3. The Client engages SCHI for specified services in exchange for payment of fees and disbursements and shall provide such information and co-operation as may be reasonably required for SCHI to fulfil its commission. SCHI will promptly acknowledge the order, communicate with and issue invoices for payment to the Client instructing the service.
4. SCHI will provide a copy of the terms and fees for its services for Client agreement prior to commencement. The Client agrees to notify SCHI in writing of any instruction to vary the agreed services if such a requirement were to arise.
5. Consumers have a cooling off period of 7 days from date of order and our services will commence after this period, unless you waive this by instructing us to commence before this period ends. Cancellations must be in writing.
6. SCHI will undertake its commissions in a timely manner, with due diligence and reasonable skill and care. In the event that access to all the relevant areas of the Property is not provided and another inspection is then required, a re-inspection fee will apply. If the Client changes an agreed appointment it is important to notify SCHI as soon as possible to allow the inspection to be rescheduled. If the Client makes postponement within less than 2 working days of the due time, SCHI reserve the right to charge a postponement fee. If SCHI postpones an appointment it shall reschedule another without charge. The EPC, HCR or HIP reports will be delivered electronically, unless the Client specifies hard copies which will be produced, delivered and charged at the prevailing rate, by special, recorded or courier delivery.

Fees and Payment

7. SCHI will confirm to the Client the fee applicable to the particular service being provided prior to their initial engagement. In the event of instructions varying the service, SCHI will inform the Client of the revised fee as soon as is practicable. In the event of cancellation, reasonable fees shall be paid for work undertaken, but not completed.
8. The Client agrees to pay SCHI such sums as requested prior to undertaking services. The Client agrees to pay SCHI the invoiced amounts within 14 days of the invoice date. SCHI reserves its position to also levy recovery costs and interest if payments are not made on time in line with good practice guidelines.
9. Payment is by BACS or cheque to South Coast Home Inspectors at 9 Stuart Close Crawley West Sussex RH10 7GW.

Complaints Procedure, Data Protection Act and Privacy

10. South Coast Home Inspectors take their professional duties and responsibilities very seriously and undertakes its services in accordance with its Code of Conduct and those of any accreditation scheme or professional body to which it belongs. All Client matters are treated with confidentiality. Clients' statutory rights are observed, privacy is maintained and any personal data is treated in accordance with the Data Protection Act. A copy of SCHI complaints procedure can be made available upon request. SCHI will work diligently to address any complaint if it arises in line with this procedure. Under the DEA/HI Accreditation scheme, particular scheme provider's complaints procedure shall also apply and are available upon request.