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Installation Services

1. Estimates

- You will be offered an estimate visit at our earliest opportunity, this can sometimes be many weeks away due to our workload.
- Once your appointment has been made we will call you the week before to confirm the appointment with you, if you do not hear from us by the day before your appointment please call us. If you decide you no longer require your appointment please cancel at your earliest opportunity.
- You are required to be present for your estimate appointment.
- Estimate visits are booked in 2-hour timeslots, exact times are not possible due to the number of visits carried out. Please allow a small amount of time either side of your appointment due to delays or route taken.
- Estimates are sent by email where possible and we aim to send them within 5 working days of your appointment, this may take longer by post.
- Estimates are valid for 1 month from the date of our visit and can be updated after this.
- Estimates are provided with as much detail as possible, if you are unsure of anything please ask when accepting the estimate or before. If you have any services, electric cables, drains or other obstructions please make sure these are pointed out at the time of the estimate visit, we are not responsible.
- Our price includes materials, labour and VAT, we do not provide itemised estimates.
- Once our estimate is accepted you may be asked for a non-refundable deposit for any special items*.

- We can only offer advice regarding Planning Regulations, it is your responsibility to check with your local Planning Office if necessary.
- We ask that you obtain any permissions for us to access, work in or walk through neighbouring properties or fix to a neighbouring fence or property. By accepting our estimate, we assume this has been obtained by you.
- Once accepted will offer you our next available appointment, this can at times be may weeks away. We do our best to keep to the arranged date but unforeseen circumstances may mean that we have to change this date with as much notice as possible. We are not responsible for any delays on any other works you have booked with other contractors or loss of earnings for extra days taken. We are unable to give an exact time for the works to commence on the day if the works being carried out will take less than a full day, we will do our best to advise.
- If you have to change the date of your works we request you give as much notice as possible.
- If you choose to cancel your works we reserve the right to hold any deposit that has been taken if we cannot cancel the special items*.
- *Special items: Items that have been ordered in specifically or manufactured specifically for your agreed works.

2. Works

- All works will be carried out to the detail of the accepted estimate unless otherwise discussed when on site.
- We prefer you to be there when we arrive on at least the first day of the works, we can go through the planned works with you and ask any questions necessary, we are happy for you not to be present for the rest of the time we are with you if necessary.
- It is your responsibility to mark out any services, cables, pipes or underground obstructions in our working area, we are not responsible for any damage to unmarked services, cables, pipes or underground obstructions.
- Any electrics in the working area must be removed and made safe by a qualified electrician prior to the agreed start date, we do not remove or reinstate electric cables, if you have a cable and this was not mentioned in the estimate please advise us before works commence.
- Any additional works or materials will be charged as an addition on your invoice.
- We require parking for a minimum of one vehicle/ truck directly outside of your property preferably on your driveway.
- If driveway parking isn't an option a space must be reserved for our vehicle directly outside your property.
- If a parking permit is required please provide one for the duration of the works.

- If access is required through your property you must cover all floors and surfaces to be protected prior to our arrival, we are not responsible for any damage.
- Safe access and safe working space are required, please make sure the working area is clear of furniture, pots and pet waste etc.
- Every effort will be made not to unnecessarily damage any planting, unless otherwise agreed we will remove what is necessary to safely carry out the works. If you have precious plants please remove them, we are not responsible for any damage to planting.
- In the event of any neighbour/ boundary disputes we will follow your instruction only. If we are prevented from carrying out our works in the expected time frame we reserve the right to charge for our additional time.
- If you have any concerns regarding the work in progress please point this out immediately before works continue.

3. Materials

- All materials are supplied by us unless otherwise agreed.
- All materials being used are listed in the estimate, if you are unsure what the items are please ask or take a look at our website.
- All our timber is fencing grade, sawn pressure treated softwood, unless stated otherwise. We prefer redwood as it responds well to the treatment process, fencing grade timber will vary in colour when new but will weather down to a similar colour. Wood is a natural product and is subject to continual movement when exposed to atmospheric conditions. This may become evident with splits or warping, this is not considered a defect or fault, but is purely cosmetic and does not affect its strength or suitability for its purpose. We cannot be held responsible.
- All our sawn timber is pressure treated unless otherwise stated and does not require further treatment unless you choose, our prepared timber is pressure treated but we advise further treatment is required.
- Gates are supplied with appropriate fittings, all bolts and latches supplied must be used to secure your gate. Your gate should be secured at all times. Simple annual maintenance of your gate is recommended.
- Garden Buildings are supplied with a pre- treatment only, we strongly advise buildings are treated immediately after installation with a good quality UV resistant treatment and at regular intervals after that according to the manufacturers recommendations. Simple annual maintenance of your building is recommended.

4. Payment

- Once the works have been completed we will send an invoice by email or post.
- Payment is expected by return of receiving your invoice with a maximum of 7 days to make payment.
- We do not accept cheques over the value of £500.
- Payment by bank transfer or debit card is preferred, payments by credit card are only accepted if absolutely necessary, we are charged heavily for this service.
- Payment can be made over the phone or in person at our Shop in Lancing.
- We do not accept direct payments from Insurance Companies, Housing Associations or Property Management Companies or similar unless otherwise agreed prior to works commencing.
- If you are sharing payment with another party you are liable for the full amount and it is your responsibility to organise payment to you from the third party. We will accept full payment from you only unless otherwise agreed prior to works commencing.
- All payment details can be found on your invoice.
- No retentions
- All goods remain our property until paid for in full.

By accepting our estimate, you agree to our terms and conditions.