

Terms and Conditions
J Dowle Fencing & Garden Services Ltd

Payment Terms

All quotations are accepted on the basis that payment be made on completion of the work unless agreed in writing to the contrary. For special orders we may ask for a deposit to cover the cost of materials before we commence the work, i.e. non stock items or made to measure gates and panels. New trade customers will be subject to a credit reference check before opening an account with us. We accept payment by cash, cheque, Debit/Credit Card and BACS. If payment is by credit card there is a 2.5% charge.

Completion of Contract

We will not be liable for non completion of work on a set date due to adverse weather conditions. For Health and Safety reasons we retain the right to cancel and re-arrange a contract at short notice with the agreement of the customer. We do our best not to damage any garden plants when undertaking fencing and tree work but we must be able to cut back any material as necessary so that we can access the site. Do please ensure that staff are aware of any material that may need protecting.

Underground Services

We request that the landowner inform staff of any known underground services that may pose a problem to the agreed work.

Fencing Products

Timber is a natural product and as such is liable to cracking, warp, wane, shrinkage and splitting. This may appear as soon as the timber is exposed to the elements or may take sometime. Please note that this is not a defect and in most cases it will not affect the strength of the timber and will stabilize over time.

Tree Preservation Orders and Conservation Areas

We request that the landowners check with their local Council for Tree Preservation Orders and other restrictions which may apply in Conservation Areas before work is undertaken. Permission will need to be obtained and confirmed in writing before any work can be commenced. If required we can carry out this service for you.

Removal of Waste

All waste will be removed from site unless otherwise agreed with the client.
As required by the Environment Agency we are licensed and hold a Certificate of Registration Under the Control of Pollution Act 1989.

Comments and Complaints

On completion of the work we would ask that you complete and return one of our questionnaire forms, either via our staff or in the post, for monitoring purposes. Please contact the office on 01622 753826 if you would like a copy of our Complaints Procedure.

All material shall remain the property of J Dowle Fencing & Garden Services Ltd until full payment is received.