



## **TERMS & CONDITIONS**

### **Right to Cancel – “Cooling Off Period”**

You have the right to cancel the contract within 14 days of the acceptance date (in writing). If the cancellation occurs within 24 hours before the planned work begins, a fee of 50% of the original quote will apply. Should the cancellation happen while our team is en route, a fee of 75% of the original quotation will be charged.

This quotation is valid for a period of 30 days, unless an alternative agreement is reached.

All work will comply with the latest British Standard 3998 ‘Tree Work Recommendations’ where feasible, unless otherwise specified. The dimensions provided are approximate and will aim to be as close to the nearest suitable pruning point as possible.

If there are changes to the quotation due to: A) modifications in the required work before arrival at the site; B) alterations in site or ground conditions since the last inspection; C) additional tasks requested while on site, the quotation will be updated accordingly and must be approved by both parties.

Stump grinding will take place to a depth of 150 mm below the surrounding ground level, which includes the extraction of the stump and buttress roots, but lateral roots will not be removed unless specifically mentioned. The client must inform the contractor of any underground utilities near the stump before work commences.

Upon completion of the work, an invoice will be issued, and payment is due within 30 days or in full upon completion of the quoted services. Any issues with completed work must be reported to the contractor immediately, either in writing or via email, within 24 hours.

For work involving third-party trees (i.e., trees on neighbors' property), written consent from the tree owner is required. For work that pertains only to overhanging branches, this consent is not mandatory but remains advisable.

While we strive to leave the site in a “clean, tidy, and safe” condition, due to the nature of the work—resulting in sawdust, wood chips, twigs, leaves, and needles, along with personnel movement—it may not return to its original state before work began.