

TERMS AND CONDITIONS



QUOTATIONS

- We aim to get all quotations sent via email the same day as we visit.
- All quotations are valid for six months.
- VAT will be charged as stated on all quotes at the current rate of 20%.
- All quotes given are free of charge and are without obligation.
- Please ensure you check your spam box as sometimes quotes can go here.



ACCEPTANCE OF QUOTATIONS

- Once a quote has been accepted, whether in writing or over the phone verbally, you enter into the contract with A. Bird Tree Surgery Ltd who will carry out the work outlined in the quotation.
- Our teams will aim to leave the site as clean and tidy as possible once the work has been completed although given the nature of the work, it is sometimes difficult to clear away all debris completely.



AMENDING OR CANCELLING YOUR BOOKING

- Should you need to postpone or cancel your booking for work, we require 24 hour's notice. A charge of 30% of the total cost of the works due to be carried out will be charged should you not comply with our cancellation policy and each contract will be treated individually.
- Once the work has been completed, and has been signed off on the worksheet provided by the team, A. Bird Tree Surgery Ltd obligations end.

- A. Bird Tree Surgery reserves the right to postpone any work that could be hazardous in adverse weather conditions and you will be booked back in as soon as possible in order to ensure the safety of our climbers.



INVOICE PAYMENT

- Payment is due in full on completion of the works once the invoice has been received. If the invoice has not been paid in full within 14 days after the invoice date, a charge of 10% per week may be applicable for late payment and each contract will be treated individually.
- Invoices can be paid by our preferred method of bank transfer, cheque or via our card machine when the customer is present.



STUMP GRINDING

- A. Bird Tree Surgery Ltd is not responsible for any damage to underground services and cables, unless documented on the quotation.
- Stump grinding is removing the root ball to a depth of 300mm below ground level. Trailing roots from the stump will not be removed as these will naturally die back.
- All debris, resulting from stump grinding, will be removed where possible and any left on site will be left in a clean and tidy manner.



RESPONSIBILITIES

- It is the customers responsibility to inform any neighbours of proposed work cutting back their trees to boundaries that are overhanging the property and the customer will be responsible for any claims resulting from such works.
- A. Bird Tree Surgery Ltd is not responsible for any damage to underground services and cables, unless documented on the quotation.
- A. Bird Tree Surgery Ltd will obtain permissions required for any work carried out within a conservation area or to trees with Tree Preservation Orders. If planning permission has been gained by A. Bird Tree Surgery Ltd and the agreement to do the work is cancelled, the customer will receive an

invoice for £50+VAT for the admin work carried out obtaining permissions required.

- When working in properties that are let, the landlord is responsible for ensuring the tenants give access on the time and date agreed. If access is not available, a charge of 30% of the total cost of the works due to be carried out will be charged should you not comply with our cancellation policy and each contract will be treated individually.