



DEADWOOD ARBORISTS | TREE CARE SPECIALISTS

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TERMS & CONDITIONS

(REVIEWED 2024)

1. All customers will be provided with a written quotation; in person, via email or alternative message as required/agreed.
2. All personal details provided by any prospective customer are fully protected by GDPR and stored privately with senior employees of Deadwood Arborists permitted access. Information will only be used as relevant to the professional relationship between customer and Deadwood Arborists.
3. All prices given are subject to VAT.
4. Verbal or written agreement to the total quotation price are accepted from the customer.
5. Should further consideration be required for quotation of larger scale work, the customer will be notified and receive their quote within reasonable time.
6. Notice of the Right to Cancel “Cooling off period” – the client has 14 days to cancel the contract (in writing) from acceptance date.
7. A timescale between quote to completion can only be estimated once the work is agreed.
8. Once a date is appointed for the quoted work we try are absolute best to uphold this.
9. Due to the nature of our work, cancellation with minimal notice due to poor weather
1. conditions is valid.
10. The aforementioned cancellation due to poor weather conditions also includes the prioritisation of emergency work that may suddenly arise.
11. We require 24hrs notice should the customer need to cancel scheduled work; exceptional circumstances aside. In the event of cancellation at short notice, costs may be proportionally incurred by the client.
12. Should amendments to the original quoted work be necessary or requested once on site, this will be subject to additional cost and may even be pushed to a later date.
13. Work of considerable size (proportionate to the cost and timescale associated) will be subject to a 20% deposit upon agreement to proceed – this will be referenced on the quotation.
14. Upon completion of work, customer satisfaction is important to us and any issues will be discussed and dealt with accordingly.
15. We must be alerted of any dissatisfaction from the customer within a reasonable window of time otherwise later alterations may be privy to further quotation.

16. All work is carried out to British Standards 3998 (2010) as possible.
17. Trees, plants and their environment are living organisms influenced by many varying factors that must be considered.
18. All subsequent waste from work carried out will be dealt with as agreed in the quotation
2. process; either fully removed, partially removed or left on site.
19. The total balance is due to be paid upon completion of the work.
20. Further written invoices are available as required.
21. We can only offer advice on how best to maintain the results from our work; we have no obligation of further action in order to do so.
22. Should the trees or area in question be subject to TPO or Conservation respectively this must be addressed by the customer and will be checked by Deadwood Arborists with all work applied for accordingly.
23. We may apply for the above mentioned work on behalf of the customer upon full agreement that our quote be upheld with the result.
24. If the customer is not the owner of the trees it is their responsibility to provide us this information with complete honesty and liaise with the true owner; establishing a full verbal or written agreement as required.
25. We hold Public Liability Insurance and a copy of this certification is available upon request.
26. Health & safety is of the utmost importance and we have procedures and policy to uphold this.
27. We must assess the safety of any wildlife likely to be impacted by works required and this may cause indefinite delay (eg. nesting birds).
28. All access points to the site of work required must be made clear by the customer and it is their responsibility to move, secure or cover any property that may be affected.
29. Trees that are agreed to be fully removed will be left at ground level.
30. Stump grinding is not included in tree removal and is to be discussed at additional cost and likely appointed a later date for completion.
31. Any additional equipment required for completion of larger scale jobs is to be organised by ourselves at cost to the customer.
32. The customer, or representative of, is expected to be on site upon our arrival and completion unless prior arrangements already discussed
33. We operate a zero tolerance policy and reserve the right to leave site and discontinue all work immediately should we be subject to any aggressive, abusive, harassing or violent behaviour from customers or third parties (eg. neighbours). We reserve the right to still charge the full balance should such circumstances arise.