

## FRONT 2 BACK STANDARD TERMS & CONDITIONS

1. The term 'Client' shall mean who will be responsible for all payments to the contractor unless otherwise notified in writing prior to commencement.
2. The Client to provide water and electricity at no charge to the contractor. The Client shall provide access to site during contractor's normal working hours and storage space for materials during the works progress.
3. Any additions and/or alterations to the schedule shall be properly treated as extras and be subject to written instructions and will not delay the final payment of original quote, see Term 6.
4. The Contractor is not able to accept responsibility for any damage to (or cost involved with) any underground hazards, obstructions or services not made known to us in writing or apparent on visual inspection.
5. (a) Deposit of 40% is payable on before we commence to project with a 40% interim payment due halfway through the project and then a 20% balance payment due on completion and payable within 5 days of our invoice. Otherwise subject to a Credit Surcharge of 5% per week thereafter until settled in full.
6. Price to remain fixed for 1 year after the date on the quote/estimate. Acceptance before that date will ensure no increase in the cost of the works as specified in the Quotation
7. Your garden is guaranteed for 1 year from the date on your balance invoice, albeit plants are only guaranteed for 3 months after their planting date.
8. All, or any special Conditions, of which the Contractor has been informed are noted in the Quotation. It is very important and the responsibility of the Client to ensure we are made aware of any special/statutory Bylaws/Conditions/ Permissions which may be involved.
9. We are not able to accept responsibility for the well-being and maintenance of living plant material, including turf, following practical substantial completion unless a maintenance contract is in existence.
10. If necessary we reserve the right to substitute any plant with another of equal value and growth habitat/colour.
11. After practical substantial completion we are not able to accept responsibility for any damage through the elements, including drought, wind, rain and frost. Upon practical substantial completion the responsibility for the care and the watering of all plants, lawns etc. is handed over to the Client and will require regular attention until established.
- 12. Terms, guarantees, and after sales services are VOID, if ALL monies are not paid in full**
13. Severe weather conditions (including drought) may delay the start date of the Contract/or extend the length of contract. Delays caused by other Companies on site may cause work to be rescheduled.
14. All materials on site remain the property of the Contractor until payment is received in full.
15. Maintenance is not included in this Contract unless specified.
16. In the case of Dispute over the Quality of Workmanship by either party it must be agreed that a settlement by Arbitration through Association of Professional Landscapers be sought in the first instance.
17. The terms and conditions of Front 2 back landscapes will prevail.
18. Natural stone slabs and mortar pointing need just a hand hose and brush once a year but never jet washer. Aggressive hosing or Jet washing will loosen pointing and this will be void all guarantees.
19. We DO NOT undertake electrical works ourselves, client to obtain own electrician, This work would be separate to the contract you have with Front 2 Back landscapes and in no way effects the Terms and Conditions of payment relating to the contract you have with Front 2 back landscapes.
20. Unless otherwise stated we always use softwood timber which has been tannalised. This is a vacuum process that pulls the fungicide and preservative into the actual grain of the timber to give it longer protection against the weather and fungus. It is in the nature of softwood for the grain to split and widen in the warm months, then shrink back during the wetter months. This is not a problem and should not cause any concern if gaps up to ½ inch are seen.
21. The timber always arrives in the suppliers own coloured stain. If the client would like us to change this colour of their choice, this would be charged for at £20.00 per man per hour the cost of the stain/paint.
22. Pointing the slabs with a strong pointing mix, this not only stabilises the slabs but more importantly it prevents weed growth coming through. This can be quite a labour intensive procedure but it really benefits longevity. Note: It is not recommended/advisable to use a jet/power wash on pointing as it will loosen it over time, a hose and stiff broom is all you will need to keep these slabs clean.
23. Please be aware that after Front 2 Back landscapes leave site it will be necessary for you to water the turf on a regular basis maybe for several weeks depending on the prevailing climatic conditions, and it may also not be possible to walk on the turf for up to three weeks if it is very wet.
24. Cultivated turf is often grown on 'spent' mushroom compost and in the first few weeks/months you may observe mushroom growth, this is not harmful or in any way a problem to the turf and will cease after being mown several times.
25. Although the overleaf is a firm priced quotation it is based on known ground conditions and information supplied by client, it does not include for any unforeseen or unknown underground obstacles i.e. pipe work/damaged drainage systems, cabling not set at the correct depth, hidden and submerged concrete pads etc. The labour content to rectify any or all remedial work necessary to allow the quoted project to proceed/continue would be charged for accordingly and added onto the final cost at the end of the contract plus any additional materials costs.