



**TERMS &  
CONDITIONS**

1. Our services can vary in time drastically depending on several factors such as house Size, quality, age etc. Under no circumstances does the number of snags picked up, or the time taken to pick them up affect the price paid. Our service is to inspect your house to the best of our ability. Although we give a guideline to the time taken and the number of snags on average we pick up if the service takes less time or the number of snags is less than anticipated we will not be held responsible and shall not issue any sort of refund relating to this matter.
2. Access to the full property internal and external should be granted for the entirety of the inspection. Our inspectors will not leave or wait at the property if you must leave unless this is clearly pre-arranged and mentioned in your confirmation email.
3. If multiple persons are completing works on the property during the time of the inspection, it is not reasonable to expect the inspector to wait for any works to be completed. It is recommended that the inspector has sole access to the entirety of the property during the inspection.
4. If any areas of the property are deemed uninspectable by the inspector, then they reserve the right to not inspect this portion of the property. The customer will not receive any refunds or discounts of any sorts if this is the case.
5. Receipt of our email confirmation to your provided email address is an agreement of the location, date, time and price. Any changes must be given in writing (email) 72 hours before the inspection takes place.
6. Home snagging UK reserve the right to cancel your inspection and issue a full refund of deposit and any other payments at any time.
7. The pricing of the service is based on the number of bedrooms and property type.
8. Payment should be made within 5 days of confirmation of completion of the report.
9. The re-inspection acts as a separate service to which an inspector will check the workmanship for the items on the previous report. They will not be looking for additional items just the ones on the original snagging report.

10. The re-inspection will only be booked on a date where the Home snagging UK inspector is in the local area completing a separate inspection on a day that suits both parties.

11. The re-inspection is only valid for 18 months from the date of the original snagging inspection.

Two working days' notice is required to change the date of a booking else the deposit fee must be re-paid to start another booking.

12. The £50 Deposit payment acts as a method of securing a booking. This deposit is non-refundable and is used to make up administration and the reservation of an inspector. If more than 2 weeks' notice is given for a cancellation, then the deposit may be refunded.

13. Home snagging UK reserve the right to remove any offers sent in any method including email, website or in person. This includes but it not limited to any referral, monthly discount and rewards.

14. If you are opting for the full package this gives 10% discount across our entire service range. The full amount for this "full package" is payable on completion of the original snagging inspection. This package cannot be dismantled, or the payment broken up in anyway.

15. If the "full package" has not been purchased, the customer can request to purchase the De-snog individually. However, they will not receive any discount and must pay for the entirety of the De-snog inspection at the time of booking.

16. The De-snog must be completed within 2 years of the original inspection.

17. Where possible the de-snog will be completed by the inspector who carried out the original inspection. However, this is not always possible for a range of possible factors. Therefore, it is common that a different inspector will conduct the De-snog inspection.

18. If for whatever reason you do not go ahead with the De-snog inspection, Home Snagging UK will not be liable to complete any refunds of any kind.

### **Thermal Imaging**

1. Thermal imaging is sold separately to and alongside our snagging inspections.

2. The adequacy of the thermal imaging results is dependent on a number of factors including external temperature and wind speed. By purchasing the thermal imaging, you acknowledge that the results and credibility of the results may vary. Specific info on the external factors will be detailed on the report.

3. Home Snagging UK LTD always ask that homeowners turn the heating up in their property at least one hour before the arrival of the inspector. This is to

ensure that thermal imaging can be completed as soon as possible. The earlier in the inspection this can be completed the better.

4. No refunds or discounts will be made available to the customer if the weather is not suitable except for on extreme circumstances, and this will be solely at the discretion of Home Snagging UK LTD.
5. If there are any technical issues with the thermal imaging camera which means the thermal assessment can't be carried out. The full amount for the thermal imaging inspection will be refunded or discounted from the final payment. Home Snagging UK will under no circumstances be liable to return and re-complete thermal imaging inspections.
6. Home Snagging UK offers a building inspection / snagging service. We use our best abilities to help ensure we pick up every defect in your house. This, however, may not always be possible. This may be due to; accessibility/visibility in or out of your house, human error or any similar item. Home Snagging UK takes no responsibility for any defect/issues missed or miss represented.
7. We make it very clear that we are here to help you every step of the way and pride ourselves on aftercare. Our goal is to get your house to the standard you expected. If your house builder refuses to complete defects, we will advise you on the best ways to approach the builder. However, this is out of goodwill and our service is on the basis a snagging inspection and report. We take no responsibility if your builder refuses to complete defects.
8. The digital version of the Home Snagging UK report is a free gesture and is not part of the service provided and therefore Home Snagging UK will not be held responsible for any technical issues with the digital version of the report.
9. Personal and payment information may be processed by a third-party company. This is purely in the interest of safeguarding customer data. The current payment clients used are Stripe and square card machine