

Terms and conditions of service for 247 Tree Surgery Limited

The Contractor – 247 Tree Surgery Limited. The Client – The person or business instructing the works (and in doing so, accepting the quote, accepts the following terms and conditions).

1. Quotations are valid for 60 days.
2. All works will be in accordance with BS 3998 'Tree Work Recommendations' where possible. Sizes and measurements stated are approximate.
3. In the event of variation to the quotation as a result of amendments to works required prior to the start of work, changes to the site or ground conditions since the original visit or additional works requested whilst on site, the quote will be amended accordingly. This will either be electronically in advance or hand written on the day of work, with agreed changes signed by the contractor and client.
4. Stump grinding will be to a depth of 250mm below the immediate adjacent ground level. This will include the stump and buttress roots but will not include the removal of lateral roots unless otherwise specified. The client will advise the contractor of any underground services in the vicinity prior to the work starting.
5. All arisings will be removed from site and become the property of the contractor unless otherwise agreed in the quotation.
6. On completion and invoice will be generated and sent electronically. Payment must be made within 14 days unless otherwise agreed in the quotation.
7. Following written instructions from the client the contractor will check with the local planning authority with regards to Tree Preservation Orders and Conservation areas.
8. Where work is required to a third parties' trees (e.g. a neighbours' trees) the contractor requires permission from the tree owner.
9. The contractor has £10million public liability insurance and a copy of the certificate is available on request. The contractor will operate in accordance with good industry practice and undertake site specific risk assessments the outcomes of which may place access restrictions on site while works are in progress.
10. If the work is spread over multiple days the site will be left as safe and tidy as possible and will be agreed with the client before work commences.
11. The contractor may be constrained by ecological and wildlife legislation. This may result in works being delayed.

Consumer complaints:

If you have a complaint against us for any work carried out or goods supplied, then put this in writing to us at our main address as soon as possible. We will aim to resolve the matter quickly. As a member of the Fife Council Trusted Trader scheme we are bound by their consumer dispute resolution process, and if we are unable to reach agreement then Trading Standards will provide an informal conciliation service, you can contact them on 01592 583141 or at trusted.trader@fife.gov.uk

Should this process fail to conclude the matter, then a referral can be made to Ombudsman Services, www.ombudsman-services.org who provide an independent, expert dispute resolution service to the Fife Council Trusted Trader scheme. We will abide by their decision.