

Terms and Conditions of Business

These terms of business should be read in conjunction with the notes and disclaimer pages at the beginning of the inventory and the pricing terms of business.

1. Our Services

1.1 The Inventory; is a visual report providing a schedule of condition at the property at a given date and time, and details, if relevant, of any contents at the time of the visit. It is not a structural survey and makes no comment in this regard nor does it comment on the external structure of the property. The descriptions contained in the inventory are for identification purposes only, it should not be relied upon as a detailed or accurate description of every item at the property, no value can be attributed to any items nor can it be inferred from the inventory that items are working, safe or comply with relevant legislation. The clerk attending the property will only view areas and items that are accessible and will not move any heavy items, such as pieces of furniture or mattresses. It is the responsibility of the Landlord or Landlords agent to make sure that the property is ready to let and all works, cleaning, inclusion or removal of items are complete before the clerk attends to create the inventory. The inventory will be delivered to the Landlord or Landlords agent via email within 48 hours of the appointment; if bound copies are required these will be charged at £10.00 plus Vat at the prevailing rate. If no additional comments are added to the inventory by the tenant, agent or landlord within 7 days of it being made then the inventory will be deemed to be accurate and a true depiction of the property and its contents as at the date made.

1.2 The Check In; A clerk from Inventories Inc will meet the tenant at the property and go through the inventory with them. Any notes or comments will be added to the check in report as will the relevant meter reading and details of the keys handed to the tenant. The report will be emailed to the instructing party.

1.3 The Check Up; During the term of the tenancy Inventories Inc can provide a clerk to visit the property who will report to the instructing party with details of any issues that are noticed at the time of the appointment. These could include any damage or deterioration noticed. The report will be provided via email.

1.4 The Check Out; A clerk will attend the property when the tenant has fully vacated and completed any cleaning work. The original inventory will be compared to the condition of the property, its fixtures, fittings and furnishings. The findings will be compiled into a report with supporting photographs and sent via email to the instructing party. This report is advisory and the opinion of the clerk, based upon the information available to them. The report is not an exhaustive list of items that require attention at the property nor is it definitive in respect of tenant responsibility. The report is intended to be used to assist in the reaching of agreement between the parties at the end of the tenancy.

2. General Conditions

2.1 Inventory Cost The cost of the inventory is detailed in the price list and subject to the number of rooms at the property. Should the actual number of rooms differ from the details provided at the time to job was booked then each additional room/basement/cellar/shed/garage will attract a charge as detailed in the price list. Inventories Inc reserve the right to make an additional charge for properties that are excessively furnished.

2.2 Furnished Properties The inventory will state the items left at the property and the room in which they are located, it will not state whereabouts the item is in the room. In the event the furniture is moved this will not necessarily be apparent to the clerk at the check out and Inventories Inc cannot accept responsibility for any items of damage that have been obscured by furnishings.

2.3 Bookings Bookings should be made at the bookings@inventoriesinc.com using the booking form. It is the responsibility of the instructing party to furnish inventories inc with all relevant information relating to the property before the inventory, check in, check up or check out this should include details about alarm codes and location of keypads, garages, tanks or storage rooms not attached to the property, relevant boundary details and any other information deemed relevant. Failure to do so could result in omissions or inaccuracies for which Inventories Inc cannot be held responsible. A minimum of 24 hours notice of an appointment being required should be given unless otherwise agreed.

2.4 Access Details for access to a property should be provided at the time of booking and should include full details of any burglar alarms or other security devices at the property. Inventories Inc do not accept any liability for any cost or charges incurred if alarm systems have to be reset.

2.5 Accessibility and detail No comment will be made in respect of areas that are obscured or covered by furnishings, made beds will not be unmade or commented upon. Mattresses will not be turned, the top surface will be commented upon if visible. Books, magazines, consumables, cleaning or decorating items, packed items, bedding, lined and towels will be described in general terms as quantity of. Any special features or requirements should be advised of before the appointment, any errors or omissions resulting due to this information not being provided cannot be the responsibility of inventories inc. The clerk will look for labels stating compliance with the Furniture and Furnishings (Fire) (Safety) Regulations, if seen they will be noted. Inventories Inc make no statement in respect of the compliance with the regulations and accept no responsibility in this regard.

2.6 Keys A representative of Inventories Inc will collect keys from a pre agreed location or office, we reserve the right to make an additional charge if the keys are not at this location at the agreed time or if we need to collect from a different office/location. Keys will be returned to the office/location from where they were collected unless otherwise agreed. Should any specific key be required for access to cupboards housing meters then these must be provided.

2.7 Cancellations In the event that a job needs to be cancelled if less than 24 hours notice is given then a cancellation fee of 50% of the total cost of the job will apply. Inventories Inc reserve the right to cancel or abort any appointment on the grounds of safety.

2.8 Meter Readings The location of the gas, electric and water meters should be provided at the time of booking the inventory. If this information is not provided and we are unable to find the meter using reasonable endeavour then no readings will be noted on the inventory and the agent/landlord advised accordingly.



2.9 Burglar alarms, smoke alarms & carbon monoxide detectors; The inventory will state the location where noted of the above, the clerk will not test these items and no comment will be made in respect of working order.

2.10 Completed Reports; The completed inventory will be sent to the landlord/agent via email to the email address provided. Hardcopies of the inventory will be provided if requested at a cost of £10.00 + Vat each.

2.11 Photographs; A selection of pictures will be taken at the discretion of the clerk using a digital camera, only the front of the property including garden and the rear garden will be included on the inventory document all further pictures will be stored. Should copies be required they will be emailed at no extra cost. Should they be required on a disk this will be sent by first class post and charged at £10.00 + Vat.

2.12 Replacement Copies; Replacement copies of documents will be provided via email hard copies will be charged at £10.00 + Vat.

2.13 Payment; Invoices will be sent via email and payment required within 7 days of receipt of the invoice. The responsibility for payment of the invoice will fall to the instructing party, should this be the agent payment is due irrespective of funds being made available by the landlord.

2.14 Force Majeure; Inventories Inc cannot be held liable for any delays in service, performance, including the delivery of reports, caused by circumstances beyond its reasonable control.

2.15 Complaints; Any complaint in respect of the services provided by inventories inc should be made in writing (email is acceptable) within 7 days of the event.