

JEWEL PROPERTY SERVE LTD

Terms & Conditions of Business

Version 1.0
August 2026

Applies to
All quotations, orders and works

Company number
10587343

ICO registration
ZB482693

These terms set out the basis on which Jewel Property Serve Ltd (“Jewel”, “we”, “us”) carries out maintenance, refurbishment, restoration and emergency works for you (“the Client”, “you”). By accepting a quotation, instructing works or asking us to attend your property, you agree to these terms. Please read them carefully and ask us if anything is unclear.

01 Definitions

Quotation means our written offer to carry out the Works for a stated price. **Works** means the services and materials described in the Quotation or otherwise agreed in writing. **Site** means the property at which the Works are carried out.

Consumer means a Client acting wholly or mainly outside their trade, business or profession. **Business Client** means any other Client, including landlords, managing agents, property managers, developers and insurers.

02 Quotations and estimates

Quotations are free of charge and are normally prepared after a survey of the Site by one of our engineers or estimators. A Quotation is valid for 30 days from its date unless it states otherwise. Prices exclude VAT unless expressly stated.

A Quotation is based on the information available and the condition of the Site at the time of survey. Where an **estimate** is given rather than a fixed-

price Quotation, it is our best assessment of the likely cost and the final price may vary. We will tell you as soon as reasonably practicable if we discover anything that affects the price or programme.

03 Instructing us

A contract is formed when you accept a Quotation in writing (including by email), sign an order, or ask us to proceed with emergency works. We may ask for a deposit before ordering materials or booking labour; any deposit will be stated on your Quotation.

04 Consumers: your right to cancel

If you are a Consumer and the contract was made away from our premises (for example at your home, by telephone or by email), you have the right to cancel within 14 days of the day the contract is formed without giving a reason. To cancel, tell us clearly in writing at enquiries@jewelps.co.uk or by post to the address below.

If you ask us to begin work within the 14-day period, you will be responsible for the reasonable cost of work carried out and materials ordered up to the point of cancellation. Where emergency works have been completed at your express request within that period, the right to cancel no longer applies to those works.

05 Our standards

We carry out all Works with reasonable skill, care and diligence, in accordance with good industry practice and all applicable regulations, including Building Regulations and, for electrical work, the current edition of BS 7671. Every member of our team is vetted, qualified for the work they carry out and DBS checked. We are SafeContractor approved and NICEIC registered.

We work between 8am and 5pm, Monday to Friday, unless otherwise agreed. A dedicated project manager will keep you informed of progress and, on completion, you will receive a report of the work carried out together with any recommendations for the ongoing care of your property.

06 Emergency callouts

Our emergency callout service operates 24 hours a day, 365 days a year. When you call, we will confirm the callout charge and our expected attendance time before we attend. The purpose of an emergency attendance is to make the property safe and, where possible, carry out an immediate repair. Any further works will be quoted separately.

07 Variations and additional works

You may ask us to vary the Works at any time. We will confirm the cost and any effect on the programme in writing before proceeding wherever practicable. Where hidden conditions are discovered (for example defective pipework, structural issues, asbestos-containing materials or damp) we will stop, advise you, and agree the way forward before continuing. Additional works are charged at the rates in your Quotation or, where none apply, at our standard rates current at the time.

08 Price and payment

Unless your Quotation states otherwise, invoices are payable within **30 days** of the invoice date. Larger projects may be invoiced in stages as set out in the Quotation. Payment may be made by bank transfer or card; our bank details appear on every invoice and will never be changed by email — if you receive a message asking you to pay to different details, please call us before paying.

If an invoice is not paid when due we may suspend further works and, for Business Clients, charge interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998. For Consumers we may charge interest at 4% a year above the Bank of England base rate from the due date until payment.

09 Materials

Materials remain our property until paid for in full, but are at your risk from delivery to the Site. Where you supply materials yourself, we are not responsible for their suitability, quality or any resulting delay, and our guarantee does not cover them. Removed items and waste become our property unless you tell us before work starts that you wish to keep them.

10 Our guarantee

We guarantee our workmanship for **12 months** from the date of completion. Parts and materials we supply carry the manufacturer's warranty. If you believe there is a defect in our work, tell us promptly and allow us reasonable access to inspect and put it right; this is your first and principal remedy.

The guarantee does not cover fair wear and tear, damage caused by misuse, neglect or accident, work carried out by others, materials you supplied, pre-existing defects we were not engaged to remedy, or problems arising because our recommendations were not followed. Nothing in this section limits your legal rights as a Consumer.

11 Insurance and liability

We hold public and employer's liability insurance and will provide certificates on request. Nothing in these terms limits our liability for death or personal injury

caused by our negligence, for fraud, or for any other liability that cannot lawfully be limited.

Subject to that, for Business Clients our total liability under or in connection with a contract is limited to the price payable for the Works, and we are not liable for loss of profit, loss of business, loss of rent or any indirect or consequential loss. We are not responsible for pre-existing defects in the property, for items left in the working area that we asked you to remove, or for damage to concealed services whose position was not disclosed to us.

12 What we need from you

1. Safe access to the Site and the working area at the agreed times, with furniture and valuables cleared where we ask.
2. Water, electricity and welfare facilities free of charge.
3. Any permissions the Works require — planning, listed building or landlord consent, party wall agreements, freeholder or managing agent approval — before we start, unless we have agreed to obtain them for you.
4. Disclosure of anything you know about the property that may affect the Works, including asbestos surveys, concealed services and previous problems.
5. A decision-maker we can contact during working hours.

13 Timing and delays

Dates and durations we give are our best estimate and we will use all reasonable endeavours to keep to them. We are not responsible for delay caused by matters beyond our reasonable control, including adverse weather, late permissions, supplier lead times, discovery of hidden conditions or access not being available. Where this happens we will agree a revised programme with you.

14 Cancellation and termination

Beyond the Consumer rights in section 4, if you cancel after instructing us you will be responsible for the reasonable costs we have incurred, including materials ordered and labour booked, and for work completed to the date of cancellation. Either party may end the contract by written notice if the other commits a material breach that is not remedied within 14 days of being asked to do so. On termination you must pay for all Works completed and materials supplied.

15 Complaints

If something is not right, please tell us straight away on 0208 109 1012 or at enquiries@jewelps.co.uk. We will acknowledge your complaint within two working days and aim to resolve it within 14 days. Consumers who remain dissatisfied may be able to refer the matter to an approved alternative dispute resolution provider; we will give details on request.

16 Your information

We use your personal information to carry out the Works and manage our relationship with you, in accordance with our privacy notice at [jewelps.co.uk/privacy](https://www.jewelps.co.uk/privacy). Jewel Property Serve Ltd is registered with the Information Commissioner's Office under number ZB482693.

17 General

These terms, together with your Quotation and any written variations, form the entire agreement between us. If any part of these terms is found to be unenforceable the remainder continues to apply. We may subcontract elements of the Works to vetted specialists but remain responsible to you for them. These terms are governed by the law of England and Wales and the courts of England and Wales have jurisdiction, without prejudice to a Consumer's right to bring proceedings in their home nation of the United Kingdom.