

Terms and Conditions

1. Quotations are valid for a period of 3 months from the quote date after which time they may be subject to alteration. Where West London Fencing (WLF) agrees to provide a specially designed plan, the customer agrees to check the accuracy and suitability of the plan. Any time scale given at the time of the quotation is an estimated time only.
2. All Proposals are based on installation during ordinary working hours which are Monday to Friday 8am – 6pm unless otherwise agreed. Unrestricted access to the site will be required throughout this time.
3. Parking permits to be supplied by client where appropriate or any pay and display parking charges incurred during works to be refunded by the client at cost + VAT.
4. WLF to supply all materials unless otherwise stated.
5. Responsibility of waste disposal to be agreed prior to the start of works between client and WLF.
6. All softwood timber to be supplied rough sawn finish, pressure impregnated, colour Tanatone brown, unless otherwise stated.
7. Any additional works that we are asked to carry out will be charged at £30.00 + VAT per hour this includes travel time to collect any materials needed and dispose of any waste. The client will be made aware prior to carrying out such works that are not included within the original specification. An estimate or written quotation can be provided for additional works if you wish. Please liaise with the office or the foreman on site.
8. The person named on the quote will be liable for all costs unless otherwise agreed.
9. Where ground level of gardens/boundaries are not level, the fence may need to be "stepped" or run at an angle. Whilst we will aim to minimise the effect of this as much as possible, in certain scenarios this will be impossible without the addition of extra gravel boards and longer posts. If you have any specific requirements with regard to any of the above, please advise the office prior to works taking place and we can advise of any extra cost that could be incurred prior to start and we can also ensure we have the correct materials on site when we start.
10. Fence post holes to be made good following installation. Where paving is running adjacent to fencing. Any gaps will not be backfilled with mortar unless stated in quote.
11. Once the contract is agreed with WLF the client has 14 days in which to cancel the order. Should you wish to cancel after this period we can seek payment from the customer to cover our losses.
12. We require a minimum 25% deposit in advance to guarantee the works. Payment of the balance is to be made on day of completion of works. We can seek payment from the customer to cover any costs involved in collecting any overdue invoices.
13. All materials shall remain the property of WLF until full payment is received. Any surplus unfixed or unused goods or materials when the job is completed will remain the property of WLF and shall be removed from the site by WLF and there will be no credit given for any such unfixed or unused goods.
14. Access to electricity and water connections will be required unless otherwise agreed prior to start of works.
15. WLF are not liable for any disputes regarding location of the new fence given to us by the customer once installed.

16. WLF will not be liable for non-completion of work on a set date due to adverse weather conditions. For health and safety reasons we retain the right to cancel and re-arrange a contract at short notice with the agreement of the customer.
17. Dates provided are anticipated start dates only. Please do not book any time off work without prior consultation with WLF. Due to the nature of the work we carry out we are subject to changing weather conditions and unforeseen circumstances. The customer will be informed by WLF as early as possible.
18. Every effort will be made to ensure minimal damage is caused to any garden plants when undertaking the fencing installation. We must be able to cut back any vegetation as necessary so that we can access the area of the new fence. Please ensure that we are aware of any plants that may need protecting.
19. The client is responsible where applicable for obtaining all necessary planning permission and local authority consents. The client is responsible for informing neighbours of the date and time we will be arriving to carry out the work.
20. The client should advise of any known underground services e.g. electrical cables, gas or water mains. Failure to do so may result in the client being responsible for any damages incurred.
21. Following installation gates should be locked when not in use with all bolts supplied, failure to do so may result in the gate warping / twisting. In such cases the gate can not be replaced by WLF.
22. Timber is a natural product and as such is liable to crack, warp, wane, shrink and split. This may appear as soon as the timber is exposed to the elements or may take some time. Please note that these are not defects and, in most cases, will not affect the strength of the timber and will stabilise over time.

Tim Smith - Director, West London Fencing