Timberwise
BELOW GROUND WATERPROOFING

B A S E M E N T W A T E R P R O O F I N G P R O P O S A L

Kirkfields Business Centre
Kirk Lane
Yeadon
Leeds
West Yorkshire
LS19 7ET



Timberwise Waterproofing Specialist Team

Kirkfields Business Centre Kirk Lane Yeadon Leeds West Yorkshire LS19 7ET

W: www.timberwise.co.uk E: Redacted

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Client:
James Whipp
ADP Architects
16 Bridge Lane
Holmfirth
West Yorkshire
HD9 7AN

Kirkfields Business Centre
Kirk Lane
Yeadon
Leeds
West Yorkshire
LS19 7ET

Redacted

www.timberwise.co.uk

Dear James,

Thank You for Choosing Timberwise

Thank you for your enquiry and instructions to carry out an inspection on your behalf. Please find enclosed your survey report detailing our findings and our design / recommendations for the project.

Where applicable, we have also included a quotation for items of remedial work that Timberwise will be pleased to undertake for you.

Please read this report and the associated documentation carefully to ensure that they meet with your requirements. Should you have any questions, please do not hesitate to contact myself and I will be pleased to answer any questions you may have.

Moving Forward – the Next Step

Arranging a convenient start date for any works to proceed could not be easier. Simply email your local Production Team on Redacted or give them a call on Redacted . Alternatively, you can click on the following link to accept your quotation online www.acceptquote.co.uk

A Proud Heritage in Caring for Properties

By using Timberwise you automatically benefit from the high quality service and our brand values that we have been associated with for over 50 years. Timberwise is a founder member of the Property Care Association (formerly known as BWPDA) giving you extra peace of mind that your property is in safe hands.

We look forward to hearing from you.

Yours sincerely,

Redacted

Martin Wilkinson CSRT CSSW
Surveyor
For and on behalf of Timberwise (UK) Ltd.

Mobile: Redacted

Timberwise
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Trust the Experts – Trust Timberwise

For caring for your property there is only one name you need to know and trust – Timberwise. For over 5 decades Timberwise have been caring for properties resulting in over 300,000 properties that have benefited from our services – this makes us a tried and trusted market leader in property care and gives you confidence that you have made the right choice.

Your property is probably your most valuable asset, so why put it at risk? Timberwise are the one stop shop for property care that you can trust!



For over five decades, Timberwise have been caring for properties – a record that speaks for itself – and, over the years, we have treated over 300,000 properties making us a leader in property Care.

Timberwise are proud members of the Property Care Association (formerly the British Wood Preserving and Damp Proofing Association)

For peace of mind, Timberwise are approved Contractors within the governments TrustMark scheme.

Not only do we offer our own long-term Guarantees, but we are also members of the Guarantee Protection Insurance scheme.

At Timberwise we actively demonstrate our commitment to Health & Safety through our membership of Safe Contractor, CHAS, and Construction Line.

For further information visit our website
www.timberwise.co.uk

NE26245/MW/la

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BELOW GROUND WATERPROOFING

Survey Report & Proposal

Client:
James Whipp
ADP Architects
16 Bridge Lane
Holmfirth
West Yorkshire
HD9 7AN

Kirkfields Business Centre
Kirk Lane
Yeadon
Leeds
West Yorkshire
LS19 7ET

Redacted

www.timberwise.co.uk

Property:
Stubbin Farm
Stubbin Lane
Marsden
Huddersfield
HD7 6NB

Inspected By: Martin Wilkinson CSSW CSRT

Date of Survey: 15th June 2026

Date of Report: 16th June 2026 *Revised 23/6/26*

Date of Instruction: June 2026

Our Reference: NE26245/MW/la

Your instructions and scope

Thank you for choosing Timberwise Below Ground Waterproofing to help you with your waterproofing project. We have prepared this document based on our understanding of what you require. We hope that we have interpreted your instructions correctly and please do not hesitate to contact us for further clarification and discussion.

Our report, proposals and quotations are attached. Please read them carefully to ensure that they meet with your requirement. If not, our surveyor, Martin Wilkinson, will be pleased to answer any questions you may have. Please read this report in conjunction with the attached "Specifications"' and "Client Information" sheets contained within the folder.

By using Timberwise, the largest privately owned British national preservation company, you automatically benefit from the high-quality service and value associated with the past five decades of Timberwise work. Timberwise is a founder member of the Property Care Association and fully accredited for Health and Safety by SAFEcontractor, CHAS and Constructionline. Timberwise is also a WHICH accredited contractor.

This report is issued subject to our standard terms
And conditions, which shall form part of any Contract
To carry out work based on the report. Please read them carefully

IMPORTANT

Your Timberwise Report

Your tailored survey report has been compiled as a result of a survey by our Surveyor, Martin Wilkinson.

We pride ourselves on easy to understand, yet comprehensive reports that provide you with all the necessary information you require to make an informed decision. Should you have any questions at all regarding the contents of the report, please contact Redacted directly.

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BELOW GROUND WATERPROOFING

Timberwise
Kirk Lane
Yeadon
Leeds
West Yorkshire
LS19 7ET

Tel: Redacted
Mobile:

Redacted

Introduction

Your instructions were to visit the site / property in order to provide a design and quotations for a waterproofing system to protect from water ingress.

The property inspected is a barn which is attached to the left of main house, it is subject to high external ground levels at the rear and partially to the side.

We understand that the barn is to be converted into a habitable part of the property and will require protection from water ingress due to the high external ground levels; these ground levels crossover between ground and 1st floor level and has been considered within our report and specification.

From our early discussions on site, we understand it is the intention to retain the concrete floor slab which exists within the barn and that the lower stepped recessed area will also be retained.

We further discussed that the system we feel most suitable and appropriate for this project would be a type C drained protection system utilising cavity drain membranes to both walls and floors and incorporating a perimeter drainage channel which we understand will be able to exit via gravity as opposed to the requirement for a pumping station.

23/06/26 Update
Following on from our visit and discussions, we are now of the understanding that the structural engineer wants to retain the existing floor slab within the barn therefore the system will be installed with a closed cell rigid insulation forming the rebate following on from levelling of the floor, this will be detailed below.

Background Information and Proposals

The system is designed to provide a full waterproofing system complete with a 10-year guarantee to comply with BS8102:2022 the code of practice for protection of below ground structures against water ingress.

Recommendation

Waterproofing system conforming to BS8102:2022

DESIGN CRITERIA
BS 8102: 2022 (Code of practice for protection of below ground structures against water ingress).

Below ground waterproofing is covered by British Standards document BS 8102: 2022. This document specifies the performance level for the design of the waterproofing based upon the end use of the basement, grading from 1-3, in this instance the required grade is 3, habitable space.

BS 8102:2022 advises it must be assumed that even when current conditions and the recent history suggest that hydrostatic pressure is not the source of ingress this can occur due to changing water tables, localised flooding, drains becoming blocked and heavy rain causing localised saturation.

Timberwise considers that a Type C drained protection type of waterproofing is the most effective and trouble free form of waterproofing. The method manages the ingress of water rather than preventing it. This means that water pressure is equalized, in that water is allowed to flow and is routed to a drain facility to be pumped out of the property or drain away to a maintainable drainage system via falls if the site conditions allow. A type C system is fully reversable and is suitable for use in listed and historic building, it also prevents the structure from coming under added hydrostatic loads unlike Type A and B.

Cavity Drained Membrane

The wall and floor cavity drain membrane system has been specifically designed for below ground installation and is a high density extruded membrane moulded in a stud formation. The studs serve to hold the membrane away from the areas being waterproofed allowing water to move freely behind the system and to drain away. In this way water pressure does not build up behind the substrate or the membrane. The membrane also acts as a water vapour barrier.

Such a system ensures that any internal wall or floor finishes remain dry.

We install special patented fixings which allow a number of finishing options for you, including the dot and dab plasterboard method, timber battening or an independent stud partition. The fixings have gasket seals to ensure that the membrane remains sealed.

Drainage system

The drainage of ground water away from the cavity drain membrane is vitally important to the ultimate success of the proposed system. Cavity drain membrane must be provided with a drainage system to allow the free flow of water to the sump chamber to be pumped to the discharge point. Experience shows that the weakest point in terms of water ingress is at the wall/floor junction. The drainage system is installed around the perimeter of the basement walls at this wall/floor junction. This provides a channel to collect and direct water to the sump chamber for removal by the pumps.

To maintain the drainage system, jetting or rodding eyes are installed at strategic places along the channel.

Please note, the position of the perimeter drainage will require consideration to ensure it is not positioned directly below a dry-lining system and to ensure access to the jetting ports is possible.

Pumping System NOT REQUIRED POTENTIALLY GOING TO GRAVITY EXIT

The pumping station installation is the heart of the system. The cavity wall membrane and floor membrane are designed to route any free flowing water into the pumping station. In turn water is pumped out of the basement into designated external drainage.

Please Note

We have not carried out any ground / gasses or soil analysis testing to this site. This would be carried out by other specialists / geo technical study, if there has been any testing carried out it should be brought to our attention as this can impact the system specified.

Floor insulation

Where possible, insulation should be designed and installed on the dry side of the waterproofing system by the client (unless specified by Timberwise) and comply to the relevant building regulations.

Where this is not practicable then the insulation must be of a 100% closed cell rigid insulation and manufactured to EN 13164 with a compressive strength of no less than 500 kPa.

The insulation must perform to the required thermal resistance under the building regulation when fully submerged in water.

The insulation must be adhered to the concrete base either mechanically or via a suitable adhesive to prevent floatation of the floor. (Mechanical fixing on a 1m x 0.600mm insulation board = 5 fixings, 100mm in from each corner and one in the center)

Floor and wall finishes

The floor membrane is suitable to take either a concrete screed of 70mm or a chipboard floating floor. The wall membrane can take with the correct fixings a stud partition or an independent stud partition. Please note we have not allowed for any of these finishes in our quotation.

Important

The external drainage to which the system discharges must be effective, regularly inspected and tested to ensure it is not blocked and/or obstructed. Our guarantee is invalid in the event of a failure within your drainage system. Timberwise have no responsibility for maintenance or servicing of that system. Should you require any further information on this matter please do not hesitate to contact your local Timberwise surveyor or office.

Systems Benefits and Comparisons

Dense render or slurry systems allow the transmission of water vapour from the structure through into the internal space. Cavity drained systems are vapour proof.

Cavity drained systems do not require destructive preparation techniques that are associated with conventional render or slurry systems. Cavity drained systems are therefore more sympathetic to the structure and generally more economical. Less disruption is also caused.

Cavity drained systems rely on a mechanical fix rather than on the ability of the product to bond to the substrate.

Cavity drained systems are flexible. No special attention needs to be given to movement joints. Small movements that occur in the structure, pose no problem. The system remains flexible. There are no curing differential problems.

The cavity created by the membrane itself reduces thermal conductivity of kilowatt energy from the walls helping to increase the U values giving generally warmer finish than direct applied renders.

Cavity drain membrane products are covered by our 10 year guarantee.

Conventional render systems can induce condensation problems. Cavity drained systems help to reduce condensation and the need for condensation control such as extractor fans.

Ventilation and Heating

It stands to reason that adequate ventilation and heating must be specified in any basement construction. Condensation occurs when moisture laden air is allowed to condense on cool surfaces.

It is important to ensure a flow of air in and out of the basement to limit the effects of condensation. We have not included for these items in our estimate. However, we are happy to advise if you so wish.

Recommendations and Works by Timberwise

SPECIFICATION OF WORKS

This specification should be read in conjunction with our sketch plan enclosed.

WORKS TO BE UNDERTAKEN BY TIMBERWISE

Waterproofing system to conform to BS8102:2022

Timberwise are to install a waterproofing system as follows:

- Timberwise are to install the 8mm cavity drainage wall membrane to the walls marked on the enclosed drawing. This will be to full height of ground floor level and above first floor level by approximately 1.2 metres minimum. As discussed to those walls which are not below ground, we may have to install a small strip of membrane to enable us to seal the floor membrane to, this would be approximately a 100mm strip fixed to the base of the wall.

- Timberwise to install a perimeter drainage system leading to the exit point with inspection ports at corner intersections to allow maintenance of the system. The channels are to be set into the preformed rebate created in the floor slab / insulation by the client. Where the channel steps down, this will be a simple waterfall effect to the lower level.

- Install the 20mm cavity drainage floor membrane to the floor sealed at the over lapped joints and sealed at the perimeter to the wall membrane.

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Preparation and other works by the client.

WORK TO BE COMPLETED BY THE CLIENT UNDER A SEPARATE CONTRACT

- Remove all impediments from the walls to enable the fixing of the membranes.

- If the existing floor slab is to remain It should be ensured that the floor has been levelled with necessary levelling compounds.

- The floor slab is to be rebated to form a perimeter channel 90mm wide x 65mm deep, ensuring the same thickness of the slab is maintained beneath the rebate to prevent weakening of the construction and potential cracking.

  OR

- Alternatively, the channel can sit in a rebate which can be formed by using a closed cell rigid insulation 50mm deep as minimum and keep it away from the perimeter walls 90mm. the insulation is laid and fixed by the builder over the concrete slab floor and stitched down to the slab. The insulation must be of a rigid closed cell not soft type or polystyrene. The insulation must meet with **500Kpa** and be fixed down with plastic fixing plugs at on average 9 per sheet based on 2400 x 1200 3 rows of 3 approximately.

- Install any additional insulation and a finished floor over our floor membrane as required which will be laid over the lower level insulation.

- Carry out all necessary dry lining works in front of the membranes, we understand this will be an independent metal frame system. If you do require fixing plugs, you can obtain these from our technicians at the time of our installation, this would be no more than 50 number plugs, any further would need to be purchased.

- Ensure there is future access to any inspection ports installed.

- It is assumed that we will have a free room to install the membrane from first floor level down to ground floor level without any impediments or work arounds; if not, we will need to factor these in to be sealed around this relates to any timbers / steels or joists bearing in to the rear external wall whereby the membrane will need to bypass.

  Please Note
  Whilst at the property, we discussed that we would keep the specification to the barn at this point in time though we did look at and discuss the main house, in particular the small cellar area to the rear. We discussed waterproofing options to this and as per our conversation, if you are wishing to keep the existing features such as the stone shelving and the vaulted arch, this will put limitations on a type C drain protection system / membrane and may require us to consider a type a tanking protection. This again in itself may have ramifications in that it should be homogenously applied and sealed into a floor and there is a risk if stone shells are left embedded into the walls, that the dampness will still penetrate through with weak points.

  We would suggest at this point in time to consider a type A protection system to the small cellar, you would need to be envisaging costs of anywhere between £2-3k plus vat. You would also need to factor in that the existing walls would require grit blasting to remove any painted surface is and exposed the substrate understated the floor

would be consideration as all we can see at this present time is an asphalt type surface.

IMPORTANT INFORMATION – Client to Note

Protection of the waterproofing system

The client is to provide protection of the waterproofing system from any follow on trades and arrange a final inspection of the installed membranes by Timberwise prior to any floor or wall finishes being applied, failure to arrange a final inspection or inform Timberwise of any damage caused, any alterations made to the waterproofing/holes created, fixings not agreed etc, after installation will void any guarantees.

Fixing to or Through Waterproofing Systems

The client is not to fix through the waterproofing systems without seeking advice from the system designer otherwise this will void the guarantee. If additional fixings are required, these can be supplied on request.

Guarantee and Insurances

Having installed the system, we will provide a 10 year Guarantee for the cavity drain membrane and workmanship. This Guarantee is insured by a unique comprehensive product guarantee insurance. A quotation for an insurance backed guarantee is available upon request.

Note: It is important that the system is maintained, and the pumps are serviced at regular intervals failure to maintain the system may affect the validity of the guarantee. For advice on servicing and maintenance please contact our servicing provider info@basementsumpandpump.co.uk or telephone 0800 019 99 49.

As a benefit for our clients, Timberwise have full Product and Public Liability insurance for the sum of £10,000,000. We also carry £2,000,000 Professional Indemnity insurance to cover advice and design that we undertake for our customers.

The Next Steps

This document has been provided as a guide to your forthcoming project. Depending on what stage the project is in will depend on the next steps. We recommend that we are invited to join the design team to detail the below ground waterproofing. If the project is beyond this design stage, a further face to face and site meeting may be required to firm up on this specification prior to finalising your requirements and a programme plan. We will then produce a formal report, specification, and a denoted floor plan for your formal acceptance and to allow the works to be booked and commissioned.

Conclusion

To conclude

Waterproofing must be undertaken in a careful, planned, and effective manner if the works undertaken are to provide the desired results. Below ground waterproofing are specialist fields of work and it is a recognised fact that works of such a category be placed with only with suitably qualified and experienced companies.

If you have any questions regarding any part of the above report, please contact the surveyor who will be pleased to help. We hope that our recommendations meet with your approval and when you wish us to carry out the work you need only complete and return the attached acceptance of quotation.

Following intensive testing, the above system has been awarded an Agreement Certificate (No02/3956) by the British Board of Agrement, The BBA'S Agrement Certificate provides authoritative and independent information on the performance of the building products. Every Agrement Certificate contains important information and compliance with Building Regulations.

This system is designed by a CSSW qualified surveyor, and we have in place the relevant professional indemnity insurance for the design of the system. We are also able to provide a quotation for and facilitate an insurance backed guarantee.

To arrange for a convenient start date for the works to proceed please complete and return the enclosed Acceptance to the local office. If you would like to arrange a provisional start date by telephone, then please call the local office on Redacted .

Once you have instructed Timberwise to design and install the waterproofing system we will provide you with detailed drawings of the design.

IMPORTANT CLIENT INFORMATION

Please ensure that you read the attached terms and conditions, as they contain essential information about your quotation.

Yours sincerely

Redacted

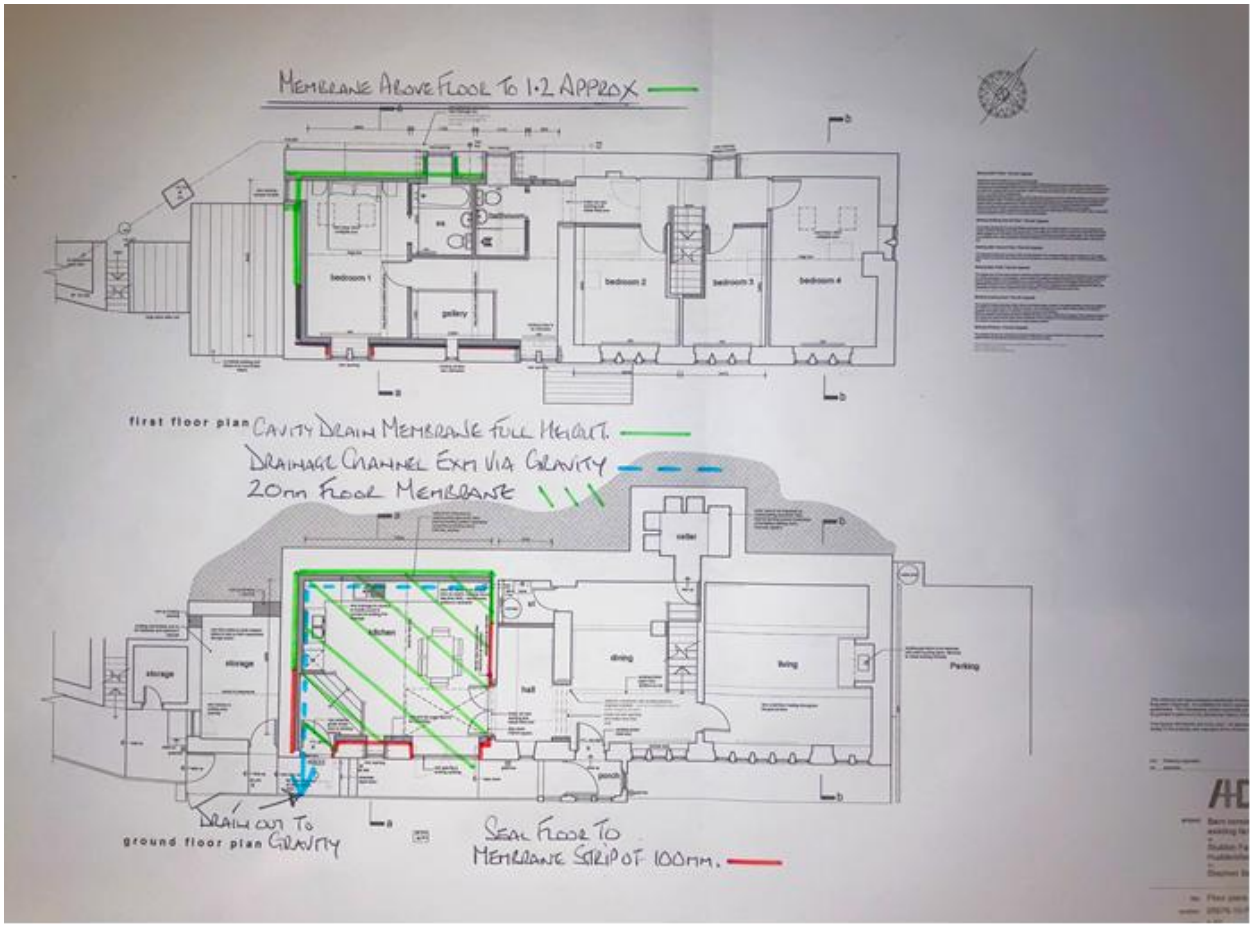
Martin Wilkinson

Redacted

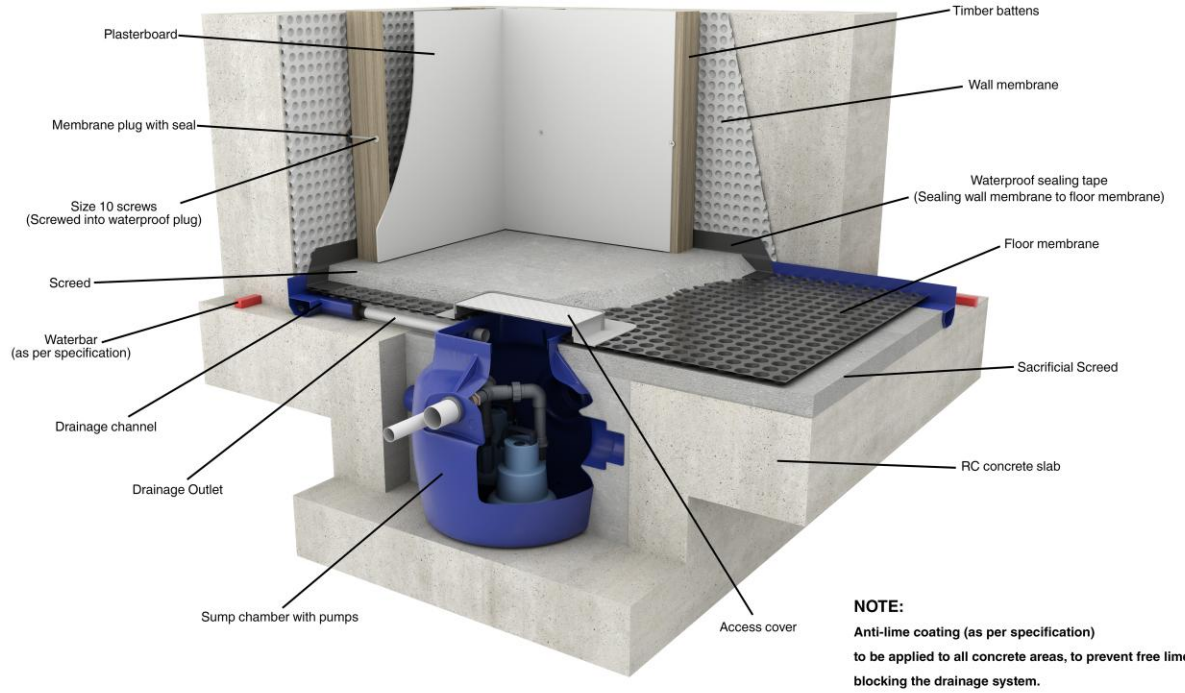
For and on behalf of Timberwise (UK) Ltd.

Note: This report is for the benefit and use of the addressee, we accept no responsibility for our survey, or this report towards any other Company or person. On no account must it be duplicated or copied in whole or part without our written consent.

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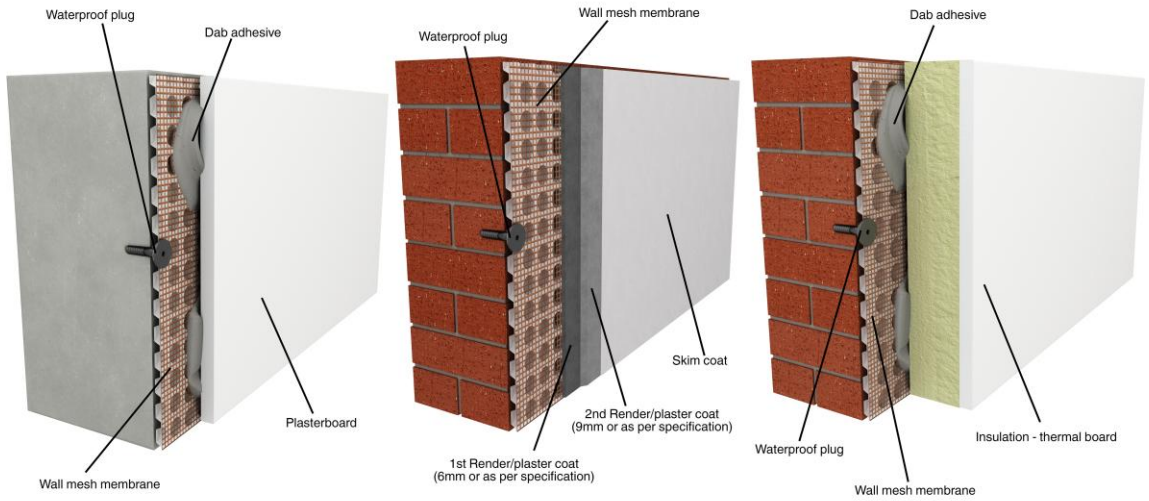


NOTE:
Anti-lime coating (as per specification) to be applied to all concrete areas, to prevent free lime blocking the drainage system.

Image is for illustrative purposes only.
NOT TO SCALE

TYPE C WATERPROOFING
DRAINAGE CHANNEL WITH SUMP
Drawing Detail: TW02

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www.timberwise.co.uk 0800 288 8660



NOTE:
Anti-lime coating (as per specification) to be applied to all concrete or brickwork areas, to prevent free lime blocking the drainage system.

Image is for illustrative purposes only.
NOT TO SCALE

WALL FINISHES
Drawing Detail: TW05

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Timberwise Quotation

Redacted

THESE CONDITIONS APPLY TO ALL GOODS AND SERVICES SUPPLIED BY TIMBERWISE (UK) LIMITED ("TIMBERWISE"). ALL OF THE TERMS THAT ARE AGREED BETWEEN YOU AND TIMBERWISE ARE SET OUT IN THESE CONDITIONS, YOUR ORDER (AS ACCEPTED BY TIMBERWISE) AND ANY SEPARATE QUOTATION, GUARANTEE AND/OR INSPECTION REPORT PROVIDED TO YOU BY TIMBERWISE. IF YOU FEEL THAT THESE DOCUMENTS DO NOT ACCURATELY REFLECT WHAT HAS BEEN AGREED, YOU MUST LET TIMBERWISE KNOW IMMEDIATELY SO THAT ANY APPROPRIATE AMENDMENTS CAN BE AGREED IN WRITING. IF YOU ARE A CONSUMER, THESE CONDITIONS DO NOT AFFECT YOUR STATUTORY RIGHTS. IF YOU ARE A BUSINESS CUSTOMER, PLEASE PAY PARTICULAR ATTENTION TO CONDITION 15.

1 **Definitions**

Certain words used in these **Conditions** have specific meanings. Where they do, they appear in bold text. A list of these words is set out below.

"Cancellation Notice" means the form of notice attached at the end of these **Conditions**, to be completed and sent to us in the event of a termination of the **Contract** by **you** in accordance with these **Conditions.**

"**Client Works**" means all building, inspection, installation and other works which are not **Works** and which are to be performed by **you** or by someone other than **us** on **your** behalf.

"**Conditions**" means these conditions of contract.

"**Consumer"** means a consumer as defined by s2(3) of the Consumer Rights Act 2015.

"**Contract**" means the agreement between **you** and **us** which includes the **Quotation**, the **Order**, any **Order Confirmation**, these **Conditions,** and, where provided, the **Guarantee** and the **Report,** and which is created pursuant to condition 2.3.

"**Delivery Address**" means the address at which **Goods** are to be delivered and / or **Works** are to be performed, as set out on the **Order**.

"Design" means a design plan created by **us** as part of the **Works.**

"**Estimated Start Date**" means the estimated start date of the **Works** and / or the estimated delivery date of the **Goods** set out on the **Order** and as confirmed by the **Order Confirmation.**

"**Force Majeure Event**" means any act or event beyond a party's reasonable control, including without limitation strikes and other industrial action, riot, invasion, terrorist attack or threat of terrorist attack, war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster.

"**Guarantee**" means a separate written guarantee that may be provided to **you** by **us** in respect of the **Works** if appropriate in the circumstances.

"**Goods**" means the goods (if any) detailed on the **Order** and / or such goods as are used for the performance of the **Works**.

"**Order**" means **your** order for **Goods** and / or **Works**.

"**Order Confirmation**" means **our** communication to **you** confirming acceptance of **your Order**.

"**Price**" means the **price** as set out in condition 5.1.

"**Quotation**" means a written price quotation for **Goods** and / or **Works** provided by **us** to **you**;

"**Report**" means an inspection report prepared for **you** by **us,** if requested and included in the **Works**;

"**Timberwise**" means Timberwise (UK) Limited (company number 03230356) whose principle place of business is at 1 Drake Mews, Gadbrook Park, Cheshire, CW9 7XF (VAT registration number 677 3391 96).

"**we**" "**our**" and "**us**" refers to **Timberwise**.

"**Works**" means the inspection, installation and/or other services set out on the **Order** and may also include the supply of **Goods**.

"**you**" and "**your**" refer to the person, company, partnership or other organisation whose details appear in the **Order**.

2 **Quotations and Orders**

2.1 Unless otherwise stated, **our** written **Quotations** expire 28 days after the date of issue. Dates and timescales in **Orders** and **Quotations** are subject to confirmation and may also be varied as set out below. Oral quotations are not binding on **us**.

2.2 By placing an **Order** with us, you are providing an offer and confirming your understanding that you will be obligated to pay the **Price** for the **Goods** and/or **Services** which are to be provided to **you** in accordance with the **Order** once we have confirmed your **Order**.

2.3 Placing an **Order** with **us** does not mean **we** have accepted **your Order** and by doing so **you** are making an offer to **us** for the purchase of **Goods** and / or **Works**. A **Contract** for the supply of **Goods** and / or **Works** shall be created once we accept your **Order** by sending you an **Order Confirmation** and or by commencing the **Works** and/or supplying the **Goods** set out in the **Order** and once any deposits due have been received in cleared funds.

2.4 On receipt of **your Order** if **we** are unable to supply **you** with the **Works** and / or **Goods** in **your Order**, **we** will inform **you** of this prior to sending the **Order Confirmation** and **we** will aim to suggest a suitable substitute, failing which **we** will not process your **Order**. If, due to some unforeseen circumstance, we are not able to provide you with the **Works** and / or **Goods** in your **Order** after we have confirmed the **Order**, we will aim to suggest a suitable substitute and/or method, failing which **you** will be entitled to terminate the order by sending us a completed **Cancellation Notice** and receive a full refund of any payment already made by **you** in accordance with the **Order** in relation to any **Works** and/or **Goods** not already provided to you**.**

2.5 Please note that **our** website and any other promotional materials issued by **us** are solely for the promotion of our **Works** and **Goods** in the UK.

2.6 The purchase of any **Goods** which are advertised on **our** website but are purchased through any third party website shall also be subject to the applicable terms and conditions of the operator of that third party website from time to time.

3 **Cancellation and Change**

3.1 Unless otherwise provided for in these **Conditions**, once a binding **Contract** has been formed it may only be amended by agreement between **us** and **you** recorded in writing and signed by a duly authorised representative of **ours**.

3.2 If **you** change or cancel **your Order** otherwise than is permitted under condition 2.4, condition 4, condition 11.5 condition 12.2 of these **Conditions** or without sending us a **Cancellation Notice, or** without **our** prior written consent, or if the **Contract** is otherwise cancelled due to **your** fault or breach, **we** reserve the right to recover from **you** any costs and / or losses that **we** suffer due to such change or cancellation (and **we** may retain all or part of any deposit which is necessary to cover such costs and losses). These costs and losses may include, without limitation, the cost of **Goods** purchased or manufactured to **your Order**, the non-refundable charges of any subcontractor, the costs of idle time and / or a charge of 20% of the **Price** if **you** cancel within 7 days of the **Estimated Start Date** of any **Works** (unless such cancellation is within your rights listed at condition 4, in which case condition 4 will apply).

3.3 If **we** terminate the **Contract** in accordance with these **Conditions** where **you** are not at fault, **we** will refund **your** deposit less any sums reasonably attributable to **Goods** already delivered and /or **Works** already supplied before cancellation and, if **we** are at fault, any foreseeable losses you have incurred.

3.4 **We** reserve the right to alter the **Estimated Start Date**, any timescale for performance of the **Works** or delivery of the **Goods** and / or the **Price** to take account of any change to **your Order** proposed or agreed to by you.

4 **Distance Selling**

4.1 If **you** placed **your Order** "at a distance" (without any face to face contact with **us**) **you** may have cancellation rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (the "**Regulations**").

4.2 Unless it relates solely to the supply of **Goods** (in which case see condition 4.3 below), **you** may cancel a **Contract** made at a distance at any time and for any reason by sending a **Cancellation Notice** during the 14 day period commencing on the day after the day on which **we** accept **your Order** (the **"Cancellation Period"**) and, subject to condition 4.4 (if relevant), receive a refund of all sums paid. However, if at **your** request the **Estimated Start Date** is during the **Cancellation Period**, and **we** start and complete the **Works** within the **Cancellation Period**, your right to cancel the **Contract** ends on the day that the **Works** are completed. If at your request the **Estimated Start Date** is during the **Cancellation Period** and we start the **Works** during the **Cancellation Period** but do not complete them, you may cancel the **Contract** at any time during the **Cancellation Period**, but we will be entitled to retain a proportion of sums you have paid to us which covers the **Works** that we have already undertaken.

4.3 **You** may cancel a **Contract** solely for the supply of **Goods** made at a distance at any time and for any reason by sending a **Cancellation Notice** during the 14 day period commencing on the day after the day on which the **Goods** are delivered to **you** and, subject to condition 4.4, receive a refund of all sums paid excluding our reasonable costs of collecting the **Goods** if we are required to do so. However, this right of cancellation does not extend to a **Contract** for bespoke **Goods** (i.e. **Goods** that have been manufactured or altered specifically for you to your specification). Bespoke **Goods** cannot be refunded unless they are faulty and/or do not conform with the specification set out in the **Order** and/or **Order Confirmation.** 4.4 If **you** cancel **your Contract** under conditions 4.2 or 4.3, **you** must retain possession of all **Goods** (if any) supplied to **you**, take reasonable care of them and return them to **us** at **your** own cost or **we** will deduct our reasonable costs incurred in collecting them from **you** from any refund of the sums paid by **you**. If **you** fail to take reasonable care of the **Goods** and / or return them to or allow them to be collected by **us**, **you** will be in breach of **your** statutory duty and may become liable for the cost of the **Goods**.

4.5 If **you** wish to exercise **your** right to cancel under this condition 4 you must complete and send a **Cancellation Notice** to **us** within the relevant time period. For the purpose of calculating the relevant cancellation period, if the last day of the relevant **Cancellation Period** is a Saturday, Sunday or UK public holiday, then the last day on which the **Contract** can be cancelled is the next working day after.

5 **Price and Payment**

5.1 The **Price** payable for **Goods** and **Works** shall be the price stated in the **Quotation** or if none shall be **our** published price in force at the time **we** confirm **your Order.** The **Price** excludes delivery costs which will be notified to **you** prior to the **Order Confirmation** and added to the total amount due. **Our** prices may change at any time, but price changes will not affect **Orders** that **we** have already confirmed with **you**. Unless otherwise stated, the **Price** shall include VAT. In the event that any **Goods** or **Works** are incorrectly priced, where the correct price is higher than the price stated **we** will contact **you** to tell **you** and wait for **your** instructions.

5.2 The **Price** must be paid in pounds sterling.

5.3 **We** accept payments for **Goods** and / or **Works** made by cheque made payable to 'Timberwise (UK) Limited', by cash in pounds sterling and by valid credit or debit card. Payment for **Goods** online may be made via Paypal with **our** prior consent. Payment for **Works** may be made by BACS transfer or Faster Payments transfer with **our** prior consent (please use the relevant invoice number(s) as a payment reference). Please contact **us** if **you** have a query relating to method of payment.

5.4 Details of any discounts or promotions which apply to **your Contract** shall be set out on the **Quotation**, **Order** and / or **Order Confirmation**.

5.5 The **Price** of **Goods** (when purchased separately from any **Works**) will be payable immediately upon receipt of the **Order Confirmation** or once the **Order** has been confirmed by us by any other method (including the supply of the **Goods**).

5.6 **We** reserve the right to charge the following deposits in respect of each **Order** for **Works** and will be under no obligation to perform the **Works** until the relevant deposit has been paid:

5.6.1 For any **Order** for **Works**, 40% of the **Price**, payment of which shall be taken on or must be paid on the date of the **Order Confirmation**. The balance

outstanding of the **Price** of **Works** and any **Goods** used to perform those **Works** will, unless otherwise agreed, be due on completion of the **Works**
5.6.2 Where a pump has been ordered, 90% of the **Price** which shall be due prior to the commissioning of the pump ordered.
We reserve the right to treat **you** as having cancelled **your Order** if **you** fail to pay any deposit when due. If **you** fail to pay any deposit due under clause 5.5.2 above, **we** reserve the right to cease any **Works** in progress until such payment is received.
5.7 The **Price** only includes the **Works** and / or **Goods** detailed in the **Order**. **We** will be entitled to charge **you** extra for any additional **Works** and/or **Goods** that we may provide. It will make such charges in accordance with its published prices in place from time to time or any further **Quotation**. **We** are under no obligation to provide any additional works or goods until **you** have agreed to pay for them and may suspend the delivery of any additional works or goods (and where necessary the delivery of the **Works** and any related **Goods**) without liability until agreement is reached. The things for which **you** will be charged extra include (but are not limited to) items that are not listed in the **Order** but are:
5.7.1 required by law and/or by any local or national authority which are not specified in the **Order**;
5.7.2 required due to the discovery of asbestos, any other hazardous substances or animal / pest infestations at the **Delivery Address**; and / or
5.7.3 requested by **you**, **your** employees or agents, **your** site manager or primary contractor or any other person acting on **your** behalf (all of whose persons' requests will be binding upon and are deemed to have been made by **you**) after **your Order** is accepted. In such circumstances, we will confirm the price adjustment for the relevant **Works** and/or **Goods** with you prior to commencing and/or supplying them.
5.8 **We** also reserve the right to charge **you** for any additional costs **we** incur as a result of:
5.8.1 delays caused directly or indirectly by **you** or anyone acting on **your** behalf;
5.8.2 **your** failure to take performance of the **Works** on the **Estimated Start Date** or other date agreed between the both of us;
5.8.3 If, due no fault of our own, **we** are unable for any reason to freely access the **Delivery Address** (or any part of the **Delivery Address** for which **we** require access) for the purpose of performing the **Works**;
5.8.4 **our** access to the **Delivery Address** (or any part of the **Delivery Address** for which **we** require access) being interrupted once performance of the **Works** has commenced due to no fault of ours;
5.8.5 **your** failure to provide **us** with any information required from **you** in order to deliver **Goods** or perform the **Works** or the provision or incorrect or incomplete information by **you** or anyone acting on **your** behalf**,**
and **you** may be liable to pay the reasonable losses we have incurred up to **£480 including VAT** as our cost of redelivery for each re-visit to the **Delivery Address** resulting from any of the events listed in this condition 5.7.
5.9 If **you** are late in paying any sum due, **we** shall be entitled to charge **you** interest compounded monthly on the overdue amount at a rate of 3% a year above the base lending rate of the Bank of England from time to time. This interest shall accrue on a daily basis from the due date until the actual date of payment. You must pay **us** interest together with any overdue amount. **We** may also charge you **£40** (including VAT) for each letter **we** send to you regarding an overdue payment and reserve the right to suspend provision of the **Works** until such time as an overdue payment is made. In addition, **you** may be required to reimburse any and all third party costs (such as legal, debt recovery agency and tracing agency fees) which **we** incur in securing payment of any sum due and / or enforcing its rights following **your** breach of the **Contract**. In the event of a genuine dispute between the parties in relation to the value of the **Price** or the amount of any other sums due by **you** to **us**, interest will not accrue on any such disputed sums. Any non-disputed sums shall however fall due in accordance with clause 5.2 above and interest shall accrue if such sums become overdue.
5.10 If **we** are to provide a **Guarantee** in accordance with the **Order** or any part of it, **we** will not provide **it** to **you** until **you** have paid the **Price** and all other sums due under the **Contract**. This does not affect your statutory rights to seek redress under the Consumer Rights Act 2015.

6 **Performance**

6.1 If **you** have placed an **Order** for **Goods**, **we** will contact **you** with an estimated delivery date. If **you** have asked to collect the **Goods** from **our** premises, unless we provide otherwise **you** can collect the **Goods** from **us** at any time during **our** normal opening hours once we inform you that they are in **our** possession.
6.2 If **you** have placed an **Order** for **Works**, **we** will use our reasonable efforts to perform the **Works** at the **Delivery Address** on or starting on the **Estimated Start Date** and in accordance with any estimated completion date stated in the **Order** or **Order Confirmation.**
6.3 All dates and timescales quoted by **us** (including those set out in the **Quotation** and **Order Confirmation**) are estimates only and you may not terminate the **Contract** due to any reasonable delay of **ours** (including, without limitation, where delay is caused by any **Force Majeure Event** or as a result of any of the events listed in conditions 5.8 or 6.4). In the unlikely event that delivery of **Goods** or commencement of **Works** does not occur by the **Estimated Start Date, we** will contact **you** to agree a new date for commencement and/or delivery**.**
6.4 If **you** fail to pay any money due under this **Contract** by the relevant deadlines for payment or if any of the events set out in condition 5.8 occur, **we** may (without prejudice to **our** right to charge interest) postpone delivery and / or performance with immediate effect until such situation has been rectified without any liability to **you** and **you** may be liable to pay all reasonable costs suffered or incurred by **us** as a result of such postponement, including the costs of storage of **Goods** and / or equipment hire**,** the non-refundable charges of any subcontractors and the idle time of **our** personnel.
6.5 Delivery of an **Order** shall be completed when the **Goods** are in **your** possession and / or the **Works** are completed.

7 **Ownership and Risk**

7.1 **You** will become the owner of **Goods** only when **we** have received full cleared payment of the **Price**. **You** may not sell, dispose of, hire-out, use the **Goods** as security for a loan or mortgage or otherwise deal in the **Goods** until **you** become their owner.
7.2 After delivery to **you** of the **Goods** by **us** or the collection of any **Goods** by you or any person chosen by you, **you** will be responsible for their safe keeping and **you** should therefore make sure that **you** are adequately insured against any damage or loss which may occur to those **Goods** from that time.
7.3 If at any time **we** create any designs for you, **we** will own the copyright, design right and all other intellectual property rights in such designs and any drafts, drawings or illustrations made in connection with the same and grant you an irrevocable, royalty-free licence for **you** to use such designs for the purpose for which they were created in accordance with the **Contract** provided full payment is received.

8 **Surveys and Reports**

If the **Works** involve the provision of inspection for the purposes of reporting or design services and the drafting of a **Report** or **Design**, the terms of this condition 8, where applicable, shall apply.
8. 1 The **Report** or **Design** will be prepared for the person to whom the relevant **Report** or **Design** is addressed and contains **our** opinion of the visible and accessible conditions and state of the site inspected (the "**Site**") so far as the same relates to **our** recommendations for any suitable **Works** and / or **Goods** to be provided by **us** in respect of the **Site** only (the "**Purpose**").
8.2 Prior to **our** inspection **you** must:
8.2.1 provide **us** with all information (and any related documentation) that might reasonably be considered to be relevant to the inspection and/or any **Report** or provision of design services. If upon arrival the inspector of the **Site** does not consider the **Site** to meet the description and/or information provided by **you**, **we** may suspend **our** services until such time as the scope and fee for the inspection and **Report** and/or **Works** has been amended accordingly;
8.2.2 secure any approval needed to grant **us** access to the **Site** for the purpose of performing the inspection; and
8.2.3 move all furniture, furnishings, equipment and any other items blocking or restricting access to any part of the **Site** within the scope of the inspection which **you** wish **us** to inspect.
8.3 At the time of the inspection **you** must, unless otherwise agreed, ensure that **our** inspector is afforded full access to the **Site** (or part thereof) to be inspected.
8.4 Details of the date and scope of **our** inspection and the **Site** (or part thereof) to which it relates are set out on the relevant **Report** or **Design** and the scope shall be limited as follows.
8.4.1 **Our** inspection and the **Report** or **Design** are limited to those areas of the **Site** that **our** inspector can reasonably have been expected to have accessed at the time of the inspection bearing in mind the state and condition of the **Site** (including any safety risks) and the location of any furniture, furnishings, fittings or equipment at the **Site**.
8.4.2 Any parts of the **Site** that were locked, obscured from view or otherwise not reasonably accessible at the time of the inspection shall not be included in the scope of the inspection or the **Report** or **Design**. **Our** inspectors will not be required to move any obstructions to inspect or to undertake any action which would risk damage to the **Site** or injury.
8.4.3 In the case of timber inspections, any timbers exposed to the outside and/or any timbers not visible at the time of **our** inspection shall not be included.
8.4.4 Any noise, vibration or other disturbance affecting the **Site** relevant to the inspection will only be noted if it is significant at the time of the inspection or if specific inspection has been agreed in writing between us.
8.4.5 Unless otherwise agreed in writing, the inspection and **Report** will relate to the **Site** only and will not cover any adjacent or adjoining property or land or the general building where the **Site** inspected does not constitute the whole building. Where the **Site** is an individual flat or maisonette, the inspection and **Report** will not include or take account of any adjacent flats or maisonettes, any internal or external common parts or the structure of the block or building in which the **Site** is located.
8.4.6 **We** will not provide any valuations (other than a quotation for any necessary **Works** and / or **Goods**).
8.5 Unless **you** inform **us** otherwise, the inspection will be conducted and the **Report** or Design produced based upon the assumption that:
8.5.1 no hazardous materials or techniques have been used in relation to the **Site** or any property on the **Site**;
8.5.2 there is no known presence of asbestos or any similar substances on the **Site**;
8.5.3 neither the **Site**, its condition, its use nor its intended use is or will be unlawful; and
8.5.4 in relation to the inspection, that **you** have authority to grant **us** access to the **Site** for the purpose of the inspection;
8.5.5 in relation to preparation of the **Report** or **Design**, that all planning, building and other consents (including landlord consent) required to carry out any works recommended in the **Report** or set out in the **Design** will be or have been obtained.
8.6 If **we** discover or suspect the presence of asbestos (or any other hazardous substance) at the **Site** or **we** consider the condition of the **Site** (or any part of the **Site**) constitutes a risk to the health and safety of **our** inspector(s), **we** reserve the right to suspend the inspection until such time as the **Site** has been investigated (a service which we may be able to provide to **you**) and declared safe. In such an event, **we** will stop the inspection immediately, seal off the relevant area and inform **you** of the same.
8.7 **We** will ensure that the inspection and **Report** or **Design** are provided by persons possessing adequate knowledge and experience and exercising reasonable care and skill.
8.8 **We** will provide the **Report** to **you** to the address provided by **you** as soon as reasonably possible following the inspection. If **you** have not received **your Report** within one month of the inspection, please contact **us** to let **us** know. We will provide the

Design to **you** in accordance with the relevant **Contract.**

8.9 The **Report** or **Design** may not, without the prior written consent of one of our directors, be disclosed to or relied upon by any third party (except **your** professional advisers) or be used for any purpose other than the **Purpose**. Any use of or reliance on the **Report** or **Design** contrary to this condition 8 is made entirely at the risk of those parties involved and without liability on the part of **Timberwise**.

8.10 All intellectual property rights subsisting in the **Report** or **Design** shall be and remain vested solely in **us**, and we will grant an irrevocable, royalty-free licence for **you** to use the **Report** or **Design** for the **Purpose** in accordance with these **Conditions** provided full payment is received. The **Report** or **Design** may not be copied in whole or part without the prior written consent of one of our directors.

8.11 If **you** need to change the time scheduled for **your** inspection, please call **us** as soon as possible to arrange a rescheduled appointment. If **you** fail to provide **us** with access to the **Site** at the agreed time of the inspection with little or no prior notice, **we** reserve the right to charge **you** an additional fee to reflect **our** reasonable costs incurred as a result of such failure to provide access.

9 **Your Obligations**

9.1 In all cases **you** must:

9.1.1 ensure that **you** are entitled to carry out the **Works**, including in particular to party walls, and notify adjacent property owners and occupiers that vibrations may be caused to party walls and that all breakable items should be removed from such walls;

9.1.2 clear the area in which the **Works** are to be performed and ensure that, throughout the duration of the Works, **we** have unimpeded and uninterrupted access to that area;

9.1.3 obtain any and all permissions, licences, authorisations and consents which may be required for the performance of the **Works**;

9.1.4 perform all **Client Works** and all preparatory works required for the provision of the **Works** including but, not limited to, removing furnishings, carpets and other items;

9.1.5 provide sufficient supplies of electricity and water for the performance of the **Works** and notify **us** of the precise position of all wires, pipes and services set into walls and/or floors;

9.1.6 comply with all reasonable instructions given by **us** in relation to the safety and security of the **Delivery Address** and inform **us** of any actual or potential safety hazards (such as asbestos);

9.1.7 following provision of the **Works**, carry out all required additional works such as cleaning, decorating, tiling and carpeting;

9.1.8 following provision of the Works, perform all maintenance works required in relation to the **Goods** and / or **Works** in accordance with **our** instructions and operate the **Goods** in accordance with any instruction manuals provided; and

9.1.9 inform **us** as soon as reasonably possible of any defect or fault in the **Works** and / or **Goods**.

9.2 While we warrant that we will undertake the **Services** using reasonable skill and care, it is your responsibility to advise us of the precision position of wires or pipes for the provision of gas and electric services in accordance with condition 9.1.5 and do not accept any responsibility should we interfere in any way with such services or any damage incurred as a result of such interference.

9.3 You must, prior to delivery of any **Goods**:

9.3.1 ensure that **we** have unimpeded access to the **Delivery Address**; and

9.3.2 provide a safe and secure place at the **Delivery Address** to take delivery of and store the **Goods**.

10 **Warranties**

10.1 **We** warrant (or promise) that the **Works** will be carried out within reasonable care and skill and, where **Goods** are supplied, warrant that:

10.1.1 **we** are legally entitled to sell the **Goods** to **you**;

10.1.2 upon delivery, the **Goods** will correspond with the **Order** (unless agreed otherwise pursuant to condition 2.4); and

10.1.3 the **Goods** will be of reasonably satisfactory quality and fit for purpose.

10.2 In addition, provided that **you** pay the **Price** and all other sums due (including but not limited to interest, letter fees and debt recovery charges) by the due date, the **Works** will be guaranteed in accordance with the terms of any **Guarantee** provided to **you** by **us**. **We** reserve the right not to provide a **Guarantee** if **you** fail to pay all sums due by the relevant due date. If **you** are a Consumer, the **Guarantee** is given in addition to **your** statutory rights.

10.3 Some **Goods** may come with a manufacturer's guarantee. For details please refer to the manufacturer's guarantee provided with the **Goods**.

10.4 From time to time **we** may operate schemes that enable **you**, if **you** wish, to pay one-off premiums to insure **your Guarantee**, **Deposit**, **Works** in progress and / or other matters. Details of the insurance schemes on offer from time to time and the premiums payable (including whether the premium has already been included in the **Price**) are available on request.

10.5 Pumps are not guaranteed by **us** but may be covered by a manufacturer's guarantee. For details please refer to the manufacturer's guarantee provided with the pump and are subject to the terms provided with them.

10.6 In the unlikely event that there is any defect with the **Works** or **Goods** please contact us and tell us as soon as reasonably possible. If you are a Consumer, you have legal rights in relation to Works not carried out with reasonable care and skill or if the materials used or any **Goods** are faulty or not as described. **We** shall not however be liable for any faults in the measurements of bespoke **Goods** where such incorrect measurements were provided by **you**.

11 **Liability**

11.1 Nothing in the **Contract** will exclude or limit **our** liability for death or personal injury caused by its negligence or that of our employees, agents or subcontractors, fraudulent misrepresentation or fraud, a breach of the warranties in condition 10.1, a breach of the terms implied by the Consumer Rights Act 2015 or any other breach of **your** statutory rights.

11.2 (Except under condition 11.1) **We** shall not be liable to **you** for any loss or damage suffered or incurred by **you** in relation to the **Contract** unless, at the time the **Contract** was entered into, that loss was a reasonably foreseeable consequence of the breach or default in question. Loss or damage is foreseeable if it was an obvious consequence of **our** breach or if it was contemplated by **you** and **us** at the time the **Contract** was entered.

11.3 **We** will not have any liability to **you** in respect of:

11.3.1 the actions or omissions of any person other than those of **our** employees, sub-contractors and authorised agents;

11.3.2 damage to any part of the fabric of any building in which **Works** are carried out which is in a weakened, incomplete or damaged condition prior to the **Works**;11.3.3 water ingress, dampness, woodworm or other infestation, wet or dry rot or structural failure outside the specific area of the **Works**;

11.3.4 damage to pipes or services set into walls or floors other than where the precise location of such items has been made known to **us**;

11.3.5 damage to the fabric of a building caused by the necessary removal of floors, roof timbers and / or joists in the course of provision of the **Works**;

11.3.6 damage, failure and / or delay due to **your** failure to comply with **your** obligations under the **Contract** (including your obligation to provide prompt notification of any fault or defect relating to the **Goods** / **Works** and **your** obligations under condition 9.1.8);

11.3.7 in relation to inspections, failure to identify water ingress, dampness, woodworm or other infestation, wet or dry rot or structural failure which is not in the areas inspected, which was not reasonably accessible to **our** personnel and / or which appears after the date of inspection;

11.3.8 any interference to the provision of water and/or electric services in accordance with condition 9.2; and / or

11.3.8 any loss of profit, loss of business, business interruption or loss of business opportunity.

11.4 **We** will make good any damage to **your** property caused by **us** in the course of the performance of any **Works** but **we** are not responsible for the cost of repairing any pre-existing faults or damage to **your** property that **we** discover in the course of installation and / or performance by **us** or for the cost of repairing or replacing any items belonging to **you** which, contrary to **our** instructions, were not protected or moved from the area in which the **Works** took place.

11.5 **We** will not be liable or responsible for any failure or delay in performing its obligations that is caused by a **Force Majeure Event**. If a **Force Majeure Event** occurs, **we** will contact **you** as soon as reasonably possible to notify **you** and will take reasonable steps to prevent or minimise delay. **Our** obligations under the **Contract** will be suspended and the time for performance of **our** obligations will be extended for the duration of the **Force Majeure Event**. Either party may cancel the **Contract** by providing written notice to the other party if a **Force Majeure Event** occurs and continues for longer than 3 months.

11.6 **We** reserve the right to delay the commencement of the Works or suspend immediately any ongoing **Works** in the following circumstances:

11.6.1 if **we** discover or suspect the presence of asbestos (or any other hazardous substance) at the **Delivery Address**; or

11.6.2 if **we** consider the condition of the **Delivery Address** (or any part of the **Delivery Address**) constitutes a risk to the health and safety of **our** employees, agents or subcontractors.

Our obligations under the **Contract** will be suspended and the time for performance of **our** obligations will be extended until the **Delivery Address** is declared safe. Except where **you** engage **us** to perform any works required to remedy the relevant threat to health and safety at the **Delivery Address**, either party may cancel the **Contract** by providing written notice to the other party if such a suspension of our obligations continues for longer than 3 months.

12 **Termination**

12.1 **We** may terminate the **Contract** immediately at any time:

12.1.1 if **you** fail to pay the whole or any part of the **Price** or any other sum due under the **Contract** within 10 days of it becoming due;

12.1.2 if **you** commit a serious breach of the **Contract** which you fail to remedy within 10 days of being asked to do so by **us** in writing;

12.1.3 if **you** become bankrupt or insolvent;

12.1.4 in accordance with condition 11.5 or 11.6; and / or

12.1.5 if it becomes apparent prior to the start date for the **Works** or the delivery of the **Goods** that the required stock or (in the event of **Works**) key personnel or key materials without which the **Works** cannot be provided become unavailable.

12.2 In addition to the right of cancellation set out in condition 4, **you** may terminate the **Contract** immediately at any time by giving **us** notice in writing in the event that **we** commit a serious breach of the **Contract** which we fail to remedy within 10 days of being asked to do so by **you** in writing or if **we** become insolvent.

12.3 The termination of the **Contract** will not affect any rights or liabilities that either of us may have at the date of termination.

13 **Data protection**

13.1 **We** will use the personal information **you** provide to **us** to:

13.1.1 provide the **Works** and / or **Goods**; and

13.1.2 process **your** payment for such **Works** and / or **Goods**;

13.2 Subject to obtaining the required consent**, we**, and other companies in the **Timberwise** group of companies, would like to send **you** information about similar products or services that **we** provide, but **you** may stop receiving these at any time by contacting **us** in writing using **our** contact details provided in these Conditions.

13.3 **We** will not give **your** personal data to any third party.

14 **General**

14.1 **We** may change these Conditions from time to time. No change will apply to **your Contract** unless **we** have told **you** about it before **you** placed **your Order** unless such change is required by law. Changes to the **Contract** will be binding only if agreed by both of us in writing.
14.2 **You** may not transfer, or assign any of **your** rights or obligations under the **Contract** without **our** prior written permission.
14.3 **We** may sub-contract or assign any of its rights and/or obligations under the **Contract** and **we** will notify **you** in writing if this happens.
14.4 Unless stated otherwise, notices and other communications must be made in writing and sent by 1st class post to the recipient at its address set out on the **Order** (or from time to time notified in writing) and (save as provided below) shall be deemed to be delivered on the second working day after the day of posting. Notices of cancellation under condition 4 are effective on the date of posting.
14.5 Failure to enforce any right or failure to insist on the performance of any obligation under the **Contract** will not constitute waiver of that right or prevent a party from enforcing that obligation at a later date.
14.6 Each of the conditions and sub-conditions of these **Conditions** operates separately. If a court or other regulatory body decides that any part of the **Contract** is not enforceable, the remaining parts the **Contract** will remain in full force and effect and will still apply to **your** purchase and **our** performance of the **Works**.
14.7 The **Contract** only gives rights to and places obligations upon **you** and **us**. No other person or company shall have any rights under the **Contract** or may enforce it against either of **us**.
14.8 The **Contract** is governed by English law and disputes under it will be decided in the courts of England or, if **you** live in Scotland or Northern Ireland, **you** may bring proceedings in the jurisdiction in which **you** are domiciled.

THESE CONDITIONS ARE DRAFTED PRIMARILY FOR CONSUMER CUSTOMERS. IF YOU ARE A CONSUMER, THESE CONDITIONS DO NOT AFFECT YOUR STATUTORY RIGHTS. IF YOU ARE A BUSINESS CUSTOMER, THE FOLLOWING CONDITIONS APPLY. IN THE EVENT OF CONFLICT BETWEEN THE FOLLOWING CONDITIONS AND THOSE SET OUT ABOVE, THE FOLLOWING CONDITIONS TAKE PRIORITY.

15 **Business Customers**

15.1 The provisions of condition 4 do not apply to business customers.
15.2 If the **Contract** is changed or cancelled otherwise than is permitted under these **Conditions** without **our** prior written consent, or if the **Contract** is otherwise cancelled due to **your** fault or breach, **we** will withhold **your** full deposit.
15.3 If **you** fail to take delivery of any **Goods** when made, risk in the **Goods** will pass to **you** upon the date on which **we** have tried to make delivery and **you** will be responsible for **our** costs of storage of the **Goods** from that time. Until title to **Goods** passes, you must hold the **Goods** as **our** fiduciary agent and bailee and keep them properly stored, insured and marked as **our** property. **You** may not pledge or charge the **Goods** by way of security for any indebtedness but, if **you** do so, all monies due to **us** shall become immediately due and payable.
15.4 Until such time as title to the **Goods** passes and, providing the **Goods** are still in existence and have not been incorporated in other goods, **we** shall be entitled to require **you** to deliver up the **Goods** and, if **you** fail to do so, to enter upon the premises where the **Goods** are kept to repossess the same. **You** shall indemnify and hold **us** harmless against any costs, expenses and / or liability that **we** may incur to any third party in connection with any re-possession or attempted re-possession.
15.5 Except in relation to death and personal injury caused by negligence and liability for fraud or fraudulent misrepresentation:
15.5.1 the **Guarantee** sets out **our** total liability to **you** in relation to the **Works**;
15.5.2 **We** will not be liable for any indirect, special or consequential costs, losses or expenses (including loss of profit, loss of business, business interruption or loss of business opportunity); and
15.5.3 **Our** total liability under the **Contract** (whether for breach of contract, negligence (including tort) or otherwise) will be limited to the **Price**.
15.6 **We** do not warrant that the **Goods** will be reasonably satisfactory or fit for purpose. It is your responsibility to ensure that the **Goods** fulfil your requirements. All implied warranties are hereby excluded by **us** to the fullest extent permitted by English law.
15.7 **You** acknowledge and agree that the **Contract** is the entire agreement between **you** and **us**, that it replaces all previous agreements (whether oral or written) and that, in entering into the **Contract**, **you** did not rely upon any matter that is not set out in it.
15.8 The **Contract** is governed by English law and the English courts will have exclusive jurisdiction in relation to any dispute arising under it.

Cancellation Notice

Words and phrases set out in this form shall have the same meanings prescribed to them in the Conditions.

Complete and return this form only if you wish to terminate from the contract in accordance with your rights under the Conditions.

To: Timberwise (UK) Limited

By post: to the address set out in the relevant order

By fax: 01606 334748

By email: hq@timberwise.co.uk

I/We *[*delete as appropriate]* hereby give notice that I/We [**delete as appropriate*] cancel my/our [*] contract of sale of the following goods and/or for the supply of the following service [**delete as appropriate*]:

Ordered on *[*insert details/reference number]/received on [*if not yet received, insert N/A]:*

Name of consumer(s):

Address of consumer(s):

Details of goods to be returned and how they will be returned *[if appropriate]*:

Signature of consumer(s) (only if this form is notified on paper),

[If a business user, please include your role in the business].

Date

WILL YOUR GUARANTEE BE WORTHLESS IN A FEW YEARS?

BE SURE - INSURE MAKE A GOOD DEAL BETTER!

FIRST THINGS FIRST, CHOOSING THE RIGHT CONTRACTOR



Are you worried about finding the correct contractor for your needs? There are many ways to choose a contractor but it is more reliable to look to those who are members of recognised trade bodies such as the Property Care Association (PCA) and those that are able to offer Insurance Backed Guarantees (IBGs).

Contractors should issue a long term guarantee for the work they have carried out. This means that you should be protected, subject to terms and conditions, if the work fails within the term of that long term guarantee. However, what happens if the contractor is no longer trading?

Members of the PCA are able to offer IBGs, provided by Guarantee Protection Insurance Ltd (GPI), to safeguard your long term guarantee. By obtaining an IBG through your chosen contractor you will be protected in the future if faults arise in the works undertaken and the original contractor has ceased to trade.

The general principle of an IBG is simple. It will honour the terms of the long term guarantee, originally issued to you by your contractor, where that contractor has ceased to trade and is, therefore, unable to meet their guarantee obligations by carrying out or meeting the costs of any remedial works that may be required during their long term guarantee.

WHO ARE GPI?

GPI is a UK based general insurer, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. With many years' experience, GPI specialises in the provision of IBG's.

PCA Property Care ASSOCIATION | GPI A Kinnell Group Company

Guarantee Protection Insurance Ltd is registered in England as a Limited Company, with the registration number 03326800, and the registered office of Third Floor, 37-39 Lime Street, London, EC3M 7AY. Guarantee Protection Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Firm Reference Number on the Financial Services Register is 207658.

THE 'LONG-TERM' PROBLEM

Most contractors provide guarantees, often between 2 and 30 years. However, not all of these will have the backing of an insurance policy.

Imagine that a problem develops with the work and you try calling your contractor only to discover they have ceased to trade. Who is going to put matters covered under your long term guarantee with them right? More importantly who is going to pay for it?

All too often the answer may be you - unless you have been given, or have taken out, insurance which supports these guarantees.

THE SOLUTION - AN INSURANCE BACKED GUARANTEE

If a defect should occur with work done on your property, which is covered under a long term guarantee previously given to you by a contractor who has ceased to trade and where you have the benefit of an IBG from GPI, you would make a claim to GPI.

GPI would collect a completed claim form from you as well as copies of some important associated documentation in relation to your original works. Once this is received a re-inspection of the works would be organised by GPI and this would be carried out by an alternative PCA member contractor. There is a re-inspection fee payable (of approximately £150) in respect of each and every claim. The fee would be returned to you, should the claim be valid, once the relevant excess amount has been deducted.

Where the re-inspection report confirms defective works that would have been covered by the original contractors long term guarantee, GPI will meet the reasonable costs of remedial works that are required.

An Insurance Backed Guarantee meets the demands and needs of those who have had improvement work carried out on their property and require insurance protection to provide financial recompense in the event that the original contractor has ceased to trade and is unable to honour the terms of their long term guarantee.

For full details of the cover provided by an Insurance Backed Guarantee, as well as details of any significant or unusual exclusions or limitations of the cover, please see a copy of our Policy Summary, which is available on our website using the attached link:

www.gp-insurance.co.uk/pca-insured-guarantees.php

HOW DO I GET AN INSURANCE BACKED GUARANTEE?

When quoting for works, your PCA member will include a policy or provide you with a quotation for a GPI Insurance Backed Guarantee. GPI can provide insurance cover for a period of ten years and only a one-off premium payment is required. The quotation will confirm the premium applicable and there may be an administration fee charged by the contractor (not more than £35).

If you wish to proceed with the purchase of an Insurance Backed Guarantee, you would simply confirm this to your chosen PCA member contractor and pay the appropriate premium, administration fee and Insurance Premium Tax. Once the works are fully completed to your satisfaction you will be provided with a long term guarantee by your chosen contractor and GPI will forward you your policy documentation for your retention.

COMPARISON - GPI IBG VS CONTRACTORS STAND ALONE OWN GUARANTEE ONLY

Insurance Protection covering: Damp Proofing, Timber Treatment, Wall Ties, Lateral Restraints and Structural Waterproofing	GPI Insurance	Contractor Guarantee (only)
Actual Insurance Period	Up to 10 years	Only for as long as the contractor is trading
Access to Financial Ombudsman Service	Yes	No
Insurance Certificate for **Each** Property	Yes	No
Recourse to the Financial Services Compensation Scheme	Yes	No
Protects against contractor ceasing to trade	Yes	No
Underwritten by a UK authorised and regulated insurance company	Yes	No

CONTACT US:

If you have any queries about the cover provided by an Insurance Backed Guarantee, please address them direct to GPI by:

telephoning during office hours on 01292 268020 (option 5)

sending us an e-mail at info@gp-insurance.co.uk

or visiting our website - www.gp-insurance.co.uk

Your Contractor is not able to discuss the cover with you as they are not a regulated firm, however GPI are happy to answer any enquiries that you may have.

PCA Property Care ASSOCIATION

GPI A Kinnell Group Company

Guarantee Protection Insurance Ltd is registered in England as a Limited Company, with the registration number 03326800, and the registered office of Third Floor, 37-39 Lime Street, London, EC3M 7AY. Guarantee Protection Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Firm Reference Number on the Financial Services Register is 207658.

Policy Summary

For Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance

This Summary contains keyfacts® **about Your Policy**

Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance is underwritten by Guarantee Protection Insurance Limited ("GPI")

This document provides only a summary of the main benefits available under the Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance and the Policy terms and conditions. For full details of all Policy benefits and all terms and conditions **You** should read the Policy of Insurance document and Schedule, a copy of which will be provided immediately after **Your** Policy is taken out or at any time on request.

On receipt of **Your** Policy of Insurance document, **You** will have time to decide if **You** wish to cancel the Policy – see "Your Right to Cancel" below.

Type of Insurance

The following significant features and benefits, subject to the following significant or unusual exclusions and limits, will be included in **Your** Policy:

Features and Benefits

Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance will meet the reasonable costs of remedial works falling within the scope of the **Long-term Guarantee** issued by the **Contractor** to **You** in respect of the **Insured Works**, if the **Contractor** has ceased to trade and is unable to discharge their obligations under the **Long-term Guarantee**. These remedial works will specifically relate to:

1. commencement, continuance or recurrence of **Infestation** in any of the timbers treated against **Infestation** or re-**Infestation** in the **Insured Works**; or
2. recurrence of **Rising Damp** in any of the walls in which the installation of chemical or physical damp-proof course or approved electro-osmotic system for the cure or prevention of such damp was provided; or
3. failure of a **Remedial Wall Tie** or **Lateral Restraint** installation; or
4. breakdown of an **External Water Repellent** membrane; or
5. breakdown of the **Structural Waterproofing** works insured.

The Period of Insurance is ten years from the **Commencement Date** or such shorter periods as stated in the **Contractor's Long Term Guarantee**.

In the event that the property is sold no assignment of the Policy to the new owner is necessary.

Significant/Unusual Exclusions or Limitations

Like every insurance policy, the Policy of Insurance excludes some situations and **You** should read the Exclusions section on the reverse of the Policy carefully.

Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance can only be claimed upon when the **Contractor** has ceased to trade. If the **Contractor** is still trading then any claim under the **Contractor's Long Term Guarantee** must be made to the **Contractor**.

Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance only covers work which is covered by the **Contractor's Long Term Guarantee**. Any loss or damage, such as re-plastering, relating to works not covered by the **Long Term Guarantee** will not be covered by the Policy.

Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance only covers work carried out by the **Contractor**. For example if the floor and roof joists need woodworm treatment but only the roof is treated by the **Contractor**, the floor will not be insured.

You must pay a **Claim Survey Fee** when making a claim. The amount on the **Commencement Date** of the Policy is £100. However, **We** have the right under the Policy to increase this amount by an amount of 2.5% per annum for each completed year of the Policy. In the event of a valid claim, the amount of the **Claim Survey Fee** will be returned to **You** but the amount of the **Excess** will be retained by **Us** towards the cost of a claim.

You must contribute the amount of the **Excess** shown in the Schedule towards the amount payable in respect of each and every claim intimated under the Policy.

You are required to keep **Your** property in a good and proper state of maintenance and any works recommended by the **Contractor** must be carried out within the time specified by the **Contractor** (or within 12 weeks of completion of the **Contractor's** work if no specific time has been mentioned).

The maximum sum payable by **Us** under Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance is the original **Contract Price** shown in the Schedule plus 20% or £500, whichever is the higher amount.

Whilst Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance will pay for appropriate remedial works to the **Insured Works**, it will not meet the cost of any loss that is suffered that is not specifically related to these costs and any other costs that are indirectly caused by the event which led to a claim, unless specifically stated in the Policy. For example; damages to furniture or equipment, loss of profits, interest, business or goodwill, the costs and expenses of any redecoration, repainting or retiling work, the costs and expenses of removing and/or replacing any cupboards, carpets or other furniture, or any other fixtures or fittings, will not be covered.

Defects resulting from structural alterations to the property in which the **Insured Works** are located will not be covered by Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance.

Remedial Work undertaken by **You** or a firm instructed by **You**, which have not been agreed by **Us**, will not be covered by Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance.

IMPORTANT INFORMATION

Your Right to Cancel

You have a statutory right to cancel the Policy within 14 days starting on the date that **You** receive the Policy of Insurance documentation.

If **You** wish to cancel **Your** Policy please write to **Us** at The Administration Department, Guarantee Protection Insurance Ltd, PO Box 26332, Ayr, KA7 9BJ and return all original insurance policy documentation to **Us**. Upon receipt of **Your** notice of cancellation, **We** will refund any premiums that **You** have paid.

Should **You** wish to cancel after the 14 day period, there will be no refund of premium.

How to Make a Claim

Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance can only be claimed upon when the **Contractor** has ceased to trade. If the **Contractor** is still trading then any claim must be made to the **Contractor**. However, if the **Contractor** has ceased to trade then **You** may make a claim under Damp Proofing, Timber Treatment, Wall Tie, Lateral Restraint and Structural Waterproofing Insurance.

Should **You** wish to make a claim, **You** should write to The Claims Department, Guarantee Protection Insurance Ltd, PO Box 26332, Ayr, KA7 9BJ as soon as possible or telephone **Us** on 01292 268020. Please refer to the section headed "Making a Claim" in **Your** Policy of Insurance document. **You** must give **Us** any information or help that **We** ask for, including the provision of the following original documentation:

(i) the **Contractor's Report(s)**, estimate and any drawings; and
(ii) the **Contractor's Long Term Guarantee** specifying the work guaranteed; and
(iii) the **Contractor's Receipted Invoice** or proof of payment.

In the event of a claim **You** are required to pay a **Claim Survey Fee** of £100 in addition to the **Excess** detailed in the Schedule. In the event of a valid claim, the amount of the **Claim Survey Fee** will be returned to **You** but the amount of the **Excess** will be retained by **Us**. In the event of a claim that is not accepted or provided for under this Policy by **Us**, the **Claim Survey Fee** will be retained by **Us** to cover the cost of the inspection carried out, but the amount of any **Excess** paid will be returned to **You**.

Complaints

We aim to give all customers a high standard of service at all times. However, if **You** have cause for complaint, **You** should contact **Us** at The Complaints Department, Guarantee Protection Insurance Ltd in writing at PO Box 26332, Ayr, KA7 9BJ.

Should **You** remain dissatisfied and **We** have issued **You** with **Our** final decision, **You** may have the right to refer a complaint to:
The Financial Ombudsman Service (FOS), Exchange Tower, London, E14 9SR

There are some instances where the FOS is unable to consider complaints. This procedure will not prejudice **Your** right to take legal proceedings.

Financial Services Compensation Scheme

We are a member of the Financial Services Compensation Scheme. **You** may be entitled to compensation from the scheme if **We** cannot meet **Our** obligations. This depends on the type of business and the circumstances of the claim.

Further information about compensation scheme arrangements can be obtained by telephoning the Financial Services Compensation Scheme on 0800 678 1100 or by writing to Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU. Website www.fscs.org.uk

Other Important Information

Guarantee Protection Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our registered office is 14 Castle Street, Liverpool, L2 0NE. Incorporated in England & Wales No. 3326800.

We are listed on the Financial Services Register under the Firm Reference Number of 207658. This can be verified by visiting the Financial Services Register's website at http://www.fsa.gov.uk/register/home.do or by contacting the Financial Conduct Authority on 0800 111 6768.

The Law Applicable to the Policy

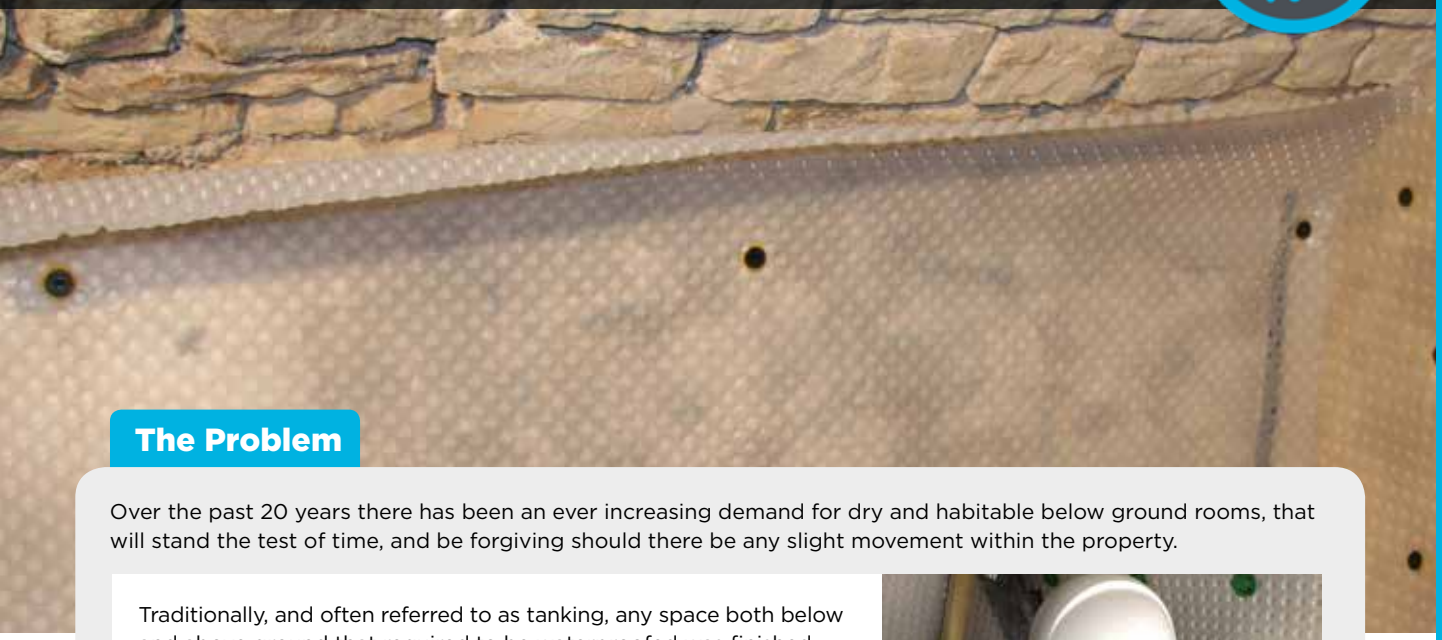
The law applicable to this Policy is that of the legal jurisdiction in which the **Insured Works** are situated.

N.B. The acceptance of any proposal for insurance is not automatic but is entirely at **Our** discretion. **We** exchange information with other insurers through various databases to help **Us** check information provided and to prevent fraudulent claims.

HydroTeK
Basement & Waterproofing Solutions

Timberwise
BELOW GROUND WATERPROOFING

Waterproofing Solutions



The Problem

Over the past 20 years there has been an ever increasing demand for dry and habitable below ground rooms, that will stand the test of time, and be forgiving should there be any slight movement within the property.

Traditionally, and often referred to as tanking, any space both below and above ground that required to be waterproofed was finished with a hard cementitious surface waterproofing treatment.

Given that in many cases there are high levels of external water pressure, cement render tanking was susceptible to failure in the event of the slightest hairline crack.

Membrane systems are flexible and allow for small movements within the structure and as a result provide a reliable waterproofing solution.



Our Solution

A totally impervious wall and floor membrane that actually allows water in, and equalises the pressure, and discharges via hidden perimeter drainage channels, and a basement sump and pump system.

- Suitable for both commercial and residential properties, a correctly installed waterproofing membrane system will turn cold and damp spaces into dry and habitable rooms.
- Generally, apart from ensuring the sump pump is serviced at regular intervals, there are no other maintenance requirements.
- We generally favour membrane installations to remedy any water ingress issues, and this can be for both below and above ground situations.
- Timberwise are fully accredited in waterproofing works, and it is generally our recommendation that the works are carried out compliant to BS 8102:2009.

HydroTeK Basement & Waterproofing Solutions

Technical Information

All of our membranes have full BBA (British Board of Agrement) certification, and are manufactured from the highest grade of materials.

The basic principal of our designs is one that allows water in, and allows it to drain away via totally hidden drains and channels and finally into a pumping station.

We have a fully integrated system, with the highest quality of accessories, and pumping stations, which if required can be offered with full battery back-up, and a high water alarm system.

You cannot get better than the Timberwise specification.



Why use Timberwise HydroTek?

- **Fully qualified waterproofing surveyors and designers.**
- **No compromise to quality/specification in our designs.**
- **Long term guarantees.**
- **Over 50 years' experience in waterproofing.**
- **Full peace of mind with quality/trained installers.**
- **Full insurance for Public Liability/Professional Indemnity.**
- **Health and safety is always a priority.**
- **Nationwide cover, and aftersales service.**

Basement Waterproofing Association

Specialist Property Care Since 1968 & Preservation

PCA Property Care Association

Which? Trusted trader

SafeContractor Approved

GPI

Timberwise
BELOW GROUND WATERPROOFING

0800 99 11 00 | tekteam@timberwise.co.uk | timberwise.co.uk

HydroTeK Basement & Waterproofing Solutions

Timberwise
BELOW GROUND WATERPROOFING

Waterproofing Customer Information Sheet

Our Workforce
The Timberwise waterproofing technicians have all undergone extensive training in the UK and/or in the US and take pride in carrying out a good job. The majority of our technicians are directly employed by the company and have a wealth of experience in their particular field. On average our technicians have been with Timberwise for over 15 years. On occasion, we use specialist sub-contractors who have usually worked alongside us for many years and are chosen for their reliability.

Guarantees
The Timberwise installation is guaranteed for a period of 10 years, providing the system is maintained to our specification so that the pump system continues to work effectively. When final payment has been settled we will send you the guarantee. Please see separate details for the Pump Warranty.

In addition to our Guarantee, we are able to offer you the added benefit of ***The Guarantee Protection Insurance*** back-up insurance Guarantee. The premium is shown as a separate item on our quotation.

Our system Guarantee is offered in line with British Standard BS 8102:2022. The system is guaranteed to address basement water problems in basements up to 4m deep to a design head of water to the depth of the basement.

Pump Warranty
Timberwise use a variety of pump systems. Over the past 15 years the pumps have been rigorously tested in basement sump environments to ensure that they continue to perform after many years in such a damp environment. Our pumps come with a 1-year manufacturer's warranty. Should our clients experience any problems with the pump in the first year, we will replace it with a new pump. Pumps do not come within the terms of our 10-year waterproofing guarantee and we urge clients to take out our Annual Clean and Check Service.

Basement Use
We have prepared the specification and report in accordance with your brief. Should you require to use the Basement area(s) for any other use than that which you have specified please contact us and we would be happy to modify the specification for your desired use.

Our Specification
Timberwise reserve the right to alter and/or amend any part of our report, recommendations or specification as a result of any adjustments to the client's instructions, the site conditions, the construction condition or on any health and safety issue.

Price Although we make every effort to be precise in our estimating process, occasionally *(although unusual)* additional works may be required in order to achieve the final specification. At the time of our assessment, we could only calculate our estimate based on those items of the structure/construction that were visually accessible as no exploratory works were undertaken. From time to time, upon commencement of works, structural/constructional variations are uncovered *(i.e. a reinforced concrete floor when drilling commences, porous brickwork when plaster/covering is removed etc)*. The client should be aware that if these structural/constructional variations could not have been ascertained prior to commencement of the contract, then we reserve the right to amend our specification accordingly and charge for additional works required.

PAJL
150323

Timberwise
BELOW GROUND WATERPROOFING

Waterproofing Customer Information Sheet

Contract Works
At this stage we draw your attention to items we will require when we commence works on site:-

Uninterrupted Site Access – Our estimate allows for uninterrupted site access to be made available to our work force once our works commence.

Electricity and Water – We will require access to free 110v or 240v electricity and a water supply.

Welfare Facilities – We assume free access to WC facilities.

Safe Working Conditions – We ask the customer to ensure safe working conditions as laid down by law.

Hidden Services
We ask you to bring to our attention any hidden services such as electrical cables or water pipes that maybe embedded in the walls or floor. We cannot be responsible for concealed/buried/hidden services not bought to our attention.

Concealed Timbers
Often we expose decayed, damaged or defective timber whilst on site. These may need to be removed or repaired. Although we are likely to be able to repair the damage, such repair may incur a small charge.

IMPORTANT ADVICE FOLLOWING WATERPROOFING WORKS

Cavity Drainage Membrane – Like any other waterproofing system, CDM should not be punctured or pierced in any way. Should the client wish to consider alterations to the building/basement/area where a membrane has been fitted then advice must be taken from Timberwise before any alterations can commence.

Building Maintenance – Waterproofing works are not alternatives to good/sound building construction or to good and regular building maintenance. Proper maintenance is the key to the prevention of further "troubles" and particular attention should be paid to roof coverings, including flashings, rainwater disposal systems (gutters, down-pipes, drainage etc.), and construction elements such as window and door cills and pointing.

Ventilation – Adequate ventilation of basement rooms must be created and maintained at all times in order to reduce atmospheric moisture and condensation. In certain circumstances it can be beneficial to install humidity controlled ventilation. We can advise on this.

Drainage – All aspects of plumbing and drainage must be correct, maintained and free-flowing at all times. Traditional natural drainage and/or mechanically pumped drainage must be maintained in a complete, efficient and free-flowing condition at all times. It goes without saying that drainage must comply with good building practice and current Building Regulations. Regular maintenance of all gullies, sumps and pumps must take place to ensure that no build-up of water can occur behind membrane system. If the client has installed a drainage system, it is important that some form of access for rodding / maintenance is built into the overall system. We can help with maintenance of items we installed if you so wish.

Redecoration After Works
Redecoration can usually take place soon after the plaster is dry. We recommend an emulsion paint to allow the walls to completely dry out. Please ask our advice.

PAJL
150323

Timberwise
SPECIALIST PROPERTY CARE & PRESERVATION

Timberwise - We offer more than you think!



At Timberwise we pride ourselves on providing our clients with a fantastic range of services and innovations to make caring for your property as easy as possible. We can offer the following services:

Air Quality
Condensation control
Mould eradication
Radon control
Ventilation

Damp proofing
Chemical damp proofing
Electro osmotic damp proofing
DryTek damp proofing system
Injection mortar damp proofing
Above ground membrane



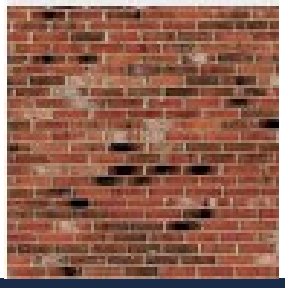
Penetrating Damp
WeatherTek penetrating damp treatment

Flooding
Flood remediation
Flood treatments

Structural repairs
Cavity wall tie replacement
Injection waterproofing
Timber resin repairs
Structural wall repairs
Crack stitching
Lintel repair
Lateral restraints
Beam repairs
Wall stabilisation
Concrete repairs
Structural repair quotations



Surveys
Rising damp surveys
Waterproofing surveys
Woodworm surveys
Dry rot surveys
Bird proofing surveys
Pre purchase surveys
Cavity wall tie survey
Heritage surveys
Comprehensive specification surveys



Timber
Woodworm eradication
Dry rot eradication
Wet rot eradication
Dry rot (toxic box eradication)
Dry rot (mass irrigation eradication)
Joinery

Waterproofing
Full basement waterproofing and kit outs
Structural waterproofing
Waterproofing with membranes
Wet tanking
Sika waterproofing
Vandex waterproofing
Dewatering

Others
Basement pump servicing
Bird proofing
Hidden defects survey
Plastering
CPD seminars
Microbore timber surveys
Insurance
Advice
Comprehensive reports