Derby Knotweed Co Ltd
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c/o Edgell Accounts
2 Willow Close
Darley Abbey
Derbyshire
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Terms and Conditions

5 November 2026

1 Work Done

a. All work will be discussed and agreed before the start date and carried out by Derby Knotweed Co Ltd (DKC), unless otherwise agreed.

b. If DKC cannot attend on the agreed day, we will contact you as soon as reasonably possible to explain the delay and agree a replacement date. This does not affect your statutory rights.

c. Arrival times are estimates.

d. The written quotation or estimate will identify the agreed work, labour, materials and total price or basis of calculation, and state whether the price is fixed or an estimate. Green-waste removal is not included. If DKC agrees to an exception, the waste to be removed and any charge must be expressly agreed in writing before removal takes place, subject to section 5.

e. Any change to the agreed work, price or timetable must be agreed by both parties in writing before the changed work begins. DKC will explain any additional charge before seeking your agreement.

2 Customer Responsibilities

a. The customer must provide access needed for the agreed work during agreed visits and working hours, normally 9 am to 5 pm, unless otherwise arranged.

b. DKC is not able to accept responsibility for any damage to (or cost involved with) any underground hazards, obstructions or services not made known in writing or apparent on visual inspection.

c. Before work begins, the customer must tell DKC about known site restrictions, byelaws, conditions and permissions affecting the work. DKC and the customer will agree who is to obtain each necessary permission. Each party remains responsible for legal duties that apply to it, and affected work will not start until the necessary permissions are in place.

d. The customer is responsible for removing excrement and large amounts of litter from the site.

3 Weather

a. Weather or ground conditions that make the agreed work unsafe or unsuitable may delay a visit. DKC will explain the reason and agree a suitable replacement date with you in writing. A weather-related delay will not change the agreed price. This does not affect your statutory rights.

4 Payment

a. DKC will issue an invoice for sums due. Receipts will be provided on request as PDF via email within seven days of the request.

b. The customer named in the accepted quotation or agreement is responsible for the charges agreed under that contract. A different payer must be agreed with DKC in writing.

c. If an invoice is not paid by the agreed due date, DKC may pursue the unpaid amount and claim interest, compensation and debt-recovery costs where legally recoverable. The applicable rights and amounts depend on the circumstances, including whether the customer is acting for business purposes or as a consumer. A consumer is an individual purchasing services wholly or mainly outside their trade, business, craft or profession. Where interest or costs require a court award, DKC may ask the court to award them.

d. Payment is due on the date of the invoice, unless a different payment schedule has been agreed in writing before the contract is made. The invoice will state the agreed due date. Bank transfer is preferred; cash and cheques are also accepted.

e. Cancellation of an appointment by the customer on the same day that I am due to arrive will incur a charge not less than half of the full price of the intended visit, plus any material costs

5 Waste

a. DKC is registered as a lower-tier waste carrier. Our registration number is CBDL634799.

b. Waste removal covers only green waste produced by DKC, including leaves, grass clippings and small twigs or branches. It excludes logs, soil and hardcore. The invasive-species restriction in clause 5c also applies.

c. DKC will not take invasive species off site. DKC will implement biosecurity measures to ensure that invasive-species material does not leave the site and will explain those measures to the customer.

6 Reports and independent advice

a. DKC does not guarantee that a lender, insurer or other third party will accept a report, management plan or treatment outcome. Their decisions are outside DKC's control. This does not exclude responsibility for DKC's own breach of contract or failure to use reasonable care and skill.

b. DKC's reports provide invasive-species information within the agreed scope; they do not replace independent legal advice. Obtain advice from a suitably qualified legal adviser before making a legal decision. This does not limit DKC's responsibility for its own work or reports.

7 Consumer cancellation

Where the Consumer Contracts Regulations 2013 give you a cancellation right, you may cancel the service contract within 14 days after the day it is made without giving a reason. You may use the cancellation form or any clear statement sent to the contact details supplied with the agreement. DKC will provide the applicable cancellation information and form before you are bound. Work will start within that period only at your express request, recorded on a durable medium for an off-premises contract. If you cancel after an authorised early start, you pay only the proportionate amount lawfully due for services supplied. You lose the cancellation right on full performance only where the required request and acknowledgement were obtained.

8 Contact and complaints

Your quotation or agreement will identify Derby Knotweed Co Ltd, its business contact and address details, the services, the price and any agreed deposit or payment schedule. Please contact DKC using those details if you have a complaint. We will explain how it will be handled. Nothing in these terms restricts your statutory rights or access to legal remedies.

9 Service scope

The accepted quotation or agreement will state whether the service is a survey, preparation of a management plan, treatment or monitoring. It will identify the site, scope, visit arrangements, charges and any guarantee expressly included. A survey or management plan does not by itself add treatment, monitoring or insurance cover to the agreed service.