Terms of DPR Limited

Any warranty, guarantee, aftercare, inspection, or call-out service offered by DPR Roofing is conditional upon payment being made in full in accordance with the agreed payment terms. A five (5) day grace period is permitted from the invoice date. Where payment is not received within seven (7) days of the invoice date, all warranties and guarantees may be suspended or withdrawn and shall not apply during any period of non-payment. In the event of late payment, it is the customer's responsibility to confirm in writing with DPR Roofing whether any warranty or guarantee remains valid, suspended, or withdrawn. DPR Roofing shall have no obligation to provide warranty works, aftercare, inspections, or callouts unless and until payment has been received in full and warranty status has been confirmed. Nothing in these terms affects the customer's statutory rights. We accept card payments by telephone and accept online banking payments (BACS). Please use: Sort code: 20-89-68 Account number: 50571024

Payment Methods

We accept payment by credit card and debit card with no surcharge applied. Cheque payments are accepted and should be made payable to DPR LTD. A £10 administration charge applies to cheque payments to reflect the additional time and travel costs involved in securely processing and banking cheques, as local bank branches are no longer available. Cash payments are also accepted. All payment options and any associated charges are clearly stated in advance in line with fair trading principles.

Notes

This quotation is priced on the basis that all itemised works are instructed together. Acceptance of part only, or works carried out at different dates, may result in increased costs due to loss of pricing efficiencies and additional site visits. Any required building regulations or planning approvals (if applicable) are the client's responsibility prior to commencement.

Building Regulations & Approvals

Some works may be notifiable under the Building Regulations. Unless expressly agreed otherwise in writing, it is the Client's responsibility to contact Building Control or an Approved Inspector, make any required notifications, and ensure compliance prior to commencement of the works. This quotation does not include Building Control applications, inspections, fees, or certification unless specifically stated. The Contractor shall not be liable for any retrospective enforcement action or associated costs arising from the Client's failure to make the necessary notifications or obtain approvals. The Client confirms they understand that certain property works may require Building Regulations notification and that responsibility for this rests with them unless otherwise agreed in writing.

Health & Safety

For health and safety reasons, no persons other than authorised DPR personnel are permitted to enter or remain within the working area or surrounding safety zones for the duration of the works, unless expressly permitted and supervised by a member of DPR staff. This includes, but is not limited to, areas beneath roof works, access routes, scaffold or platform operating zones, and any designated exclusion areas. Our primary objective is to complete the agreed works to a high professional standard while maintaining a safe environment for occupants, visitors, neighbours, and our workforce at all times.

Your Instruction to Us

Your instruction was received by you contacting our company directly and requesting an inspection and quotation, as detailed within this report.
Our inspection has been limited strictly to the areas you instructed us to inspect. No other parts of the property have been examined, assessed, or reported upon, and no representation is made that uninspected areas are free from defect or deterioration. Accordingly, DPR accepts no responsibility for the condition of any areas that were not included within your instruction.
In carrying out the agreed inspection, we will provide a clear and professional report that accurately reflects the observed condition of the inspected areas at the time of inspection and, where appropriate, includes recommended remedial actions based on those observations.

Access, Utilities, and Abortive Visit Charges

By accepting our quotation, you confirm that you will provide safe, clear, and reasonable access for DPR Ltd's vehicles, equipment, and personnel to your driveway, land, and/or surrounding areas as required to carry out the agreed works. You further confirm that all such areas are suitable for the weight, size, and operation of our vehicles, access platforms, and equipment. Vehicle specifications can be provided upon request prior to works commencing. The client acknowledges and agrees that DPR Ltd accepts no responsibility or liability for any damage to ground conditions, surfaces, driveways, landscaping, or surrounding areas arising from or in connection with the positioning or operation of vehicles, access platforms, or equipment on the property.
Where reasonably required, access to on-site water and/or electricity may be necessary to carry out the works efficiently. If such facilities are unavailable, restricted, or if you will not be present on the agreed date of works, you must notify us in advance so that suitable alternative arrangements can be made. If works cannot proceed due to circumstances beyond our control and not attributable to DPR Ltd, an abortive visit charge will apply.

This includes, but is not limited to:

- **Unsafe or obstructed access - Vehicles or items left within working or fall-risk zones - Lack of agreed access to utilities**
- **Any condition that prevents works being carried out safely or in accordance with health and safety requirements**

The abortive visit charge is a genuine pre-estimate of costs incurred and will be:

- **£250 including VAT for standard works, or £375 including VAT where an access platform or cherry picker has been dispatched to site.**

These charges reflect labour time, travel, fuel, loading and unloading of materials and equipment, and the loss of a scheduled work slot. No charge will apply where the inability to proceed is due to DPR's fault. This approach is consistent with fair trading principles and the standards expected of Which? Trusted Trader members.

Warranties - Patch repairs and leaks

Please note that identifying the precise source of water ingress or property defects can be complex, as water may travel internally and manifest at a location remote from its point of entry. While DPR Ltd undertakes all inspections, recommendations, and repair works with a high level of professional care and expertise, you acknowledge that where a repair is undertaken instead of a full renewal, there remains a possibility, albeit unlikely, that the defect or leak may originate from an alternative source. Should this occur, further investigative or remedial works may be required in addition to the original scope of works and will be subject to additional cost. Where repairs are carried out to older or existing components, DPR Ltd will always recommend the replacement of all related parts where practicable, as this provides the highest level of reliability and long-term performance. Full replacement works offer the greatest certainty of success; however, we recognise that budgetary considerations may lead a client to instruct a repair or partial solution instead. In such cases, repairs should be understood as a targeted or elimination-based approach rather than a guaranteed permanent solution. All repair works are guaranteed for a period of 12 months from the date of completion unless otherwise stated in writing. This guarantee applies strictly to the workmanship and materials supplied by DPR Ltd and does not constitute a guarantee that the reported defect or leak has been permanently eliminated if it originates from an unrelated source. This clause does not affect your statutory rights under the Consumer Rights Act 2015 or any other applicable consumer legislation. By accepting our quotation and recommendations, you confirm that you understand and accept the limitations associated with patch repairs to older property elements and acknowledge that, although unlikely, further works may be required. Guarantees for new roofs or replacement components typically range from 5 to 10 years, depending on the type and scope of works completed. These guarantees are not insurance-backed unless expressly stated. Insurance-Backed Guarantees (IBGs) may be available on certain works and can be provided at additional cost upon request. No guarantee or warranty shall cover damage or defects arising from extreme weather conditions as classified by the UK Met Office as capable of causing structural damage. Any warranty or guarantee will be deemed immediately void if third parties, contractors, or equipment access or interfere with the roof or associated works without DPR Ltd's prior written consent. Requests for third-party access (including but not limited to television aerial installation, solar panel works, or other trades) must be made in writing by email or recorded delivery. Warranty validity will be maintained only where written permission is granted by DPR Ltd in advance. Any warranty offered is limited to the repair of the roof and associated roof components only and excludes any consequential or internal damage, including but not limited to plasterwork, decoration, or internal finishes. Customers are advised to rely on their building insurance for internal damage.

Roofing works underway

Adverse weather conditions may occasionally affect works that are already underway. British weather is inherently unpredictable and may differ from forecasts issued by the UK Met Office or other media sources. In such circumstances, it may be necessary to install temporary roof coverings or protection where works cannot be completed as planned. While all temporary coverings are installed with due care and to the best of our ability, the nature of temporary protection means it cannot be guaranteed to withstand severe or sudden weather conditions, including heavy rainfall/snow, strong winds, or a combination of all. As a result, there remains a small risk of water ingress or wind-borne damage. Such occurrences are outside of our control, and DPR Ltd cannot be held liable for weather-related damage arising during the works.
Notwithstanding this, we will assist wherever reasonably possible to help resolve any issues that may arise.
Scaffolding
Where scaffolding is required, it may be erected on roofs, walls, driveways, or ground areas. All reasonable care is taken to minimise any risk of damage; however, in the unlikely event that damage does occur, a reasonable charge may apply to reinstate affected areas. Instances of damage are rare. You are advised to notify your property insurer that scaffolding has been erected and is accessible, as failure to do so may invalidate your insurance cover. Responsibility for the security of the scaffolding rests with the client. Where additional protection is required, such as fencing, alarms, or other security measures, these must be requested in advance and may incur additional costs. This is particularly important as unauthorised access or criminal activity involving the scaffold may not be covered by your insurance policy.

Cooling off

A 14-day cooling-off period applies from acceptance of this quotation. Cancellation must be made in writing. Where the customer requests works to commence within the 14-day cooling-off period, the customer agrees that once the works are completed, the right to cancel is lost, and that if cancellation occurs after commencement, payment will be due for works completed and materials supplied. Where cancellation occurs after the cooling-off period, we reserve the right to charge a cancellation fee of £100 + VAT, plus the cost of any materials purchased bespoke for the job and any applicable supplier restocking charges for materials that can be returned. Emergency leak or urgent damage repairs are excluded from the cooling-off period as this is known as essential maintenance. This does not affect the customer's statutory rights.

Lastly: By sending an email of instruction you agree to these terms. Reasonable late payment charges will apply to invoices not paid on time. During or before the job start, if further costs are found necessary, that are currently unforeseen, in addition to the works quoted for, then this will be discussed with the client for possible further instruction and price revision. Please note the weather plays a big part in roofing works being carried out successfully and as such you should be aware that we may postpone if bad weather could cause safety issues and or damage to your property. We reserve the right to charge £130 inc' vat for a re-inspection under any guarantee (price correct at time of printing), if the claim is upheld then this charge is refunded and works carried out free of charge under guarantee. The call out fee is to be paid in cleared funds within 24 hours of a request to minimise any alleged defects escalating. If it is not paid, then the guarantee is withdrawn immediately. For example, we call out to many gutters under guarantee with reports of 'leakage' to find them fully blocked with leaves and moss. False call outs under guarantee will not be refunded. Electricity and water may be required to be used from your property and this will be supplied free of charge by you, the amount used will be menial but needed to complete the works correctly. Wherever possible we use battery operated tools so it is unlikely we will ask for the free use of your electricity services. All documentation supplied by DPR Ltd is protected under the Copyright, Designs and Patents Act 1988. No licence is granted for copying, sharing, or third-party disclosure. Any unauthorised use, in whole or in part, will constitute copyright infringement and will incur a retrospective licence fee of £400 + VAT (£480).

NOTE: If you have not received your invoice within 72 hours then please contact our office now. Thank you.