

TERMS OF ENGAGEMENT

1. Introduction

These Terms of Engagement apply to all instructions accepted by Voller Surveying Services Ltd ("the Company", "we", "us", "our").

By instructing us, you agree to these Terms of Engagement together with any quotation, instruction confirmation, scope of service or engagement letter issued by us.

2. Services Provided

Services may include:

- RICS Home Survey Level 1
- RICS Home Survey Level 2
- RICS Home Survey Level 3
- Commercial property surveys
- Building condition surveys
- Defect diagnosis
- Damp and moisture assessments
- Reinstatement cost assessments
- Insurance rebuilding cost calculations
- Other professional surveying services as agreed

The scope of each instruction will be confirmed in writing.

3. Professional Standards

All services are undertaken in accordance with:

- Applicable RICS professional standards
- Relevant legislation
- Industry best practice
- Published survey methodologies current at the date of instruction

4. Inspection Limitations

Unless expressly stated otherwise:

- Inspections are visual and non-invasive.
- Floor coverings, fitted furniture and stored contents will not be lifted or removed.
- Concealed elements cannot be inspected.
- Roof spaces, basements, subfloors and other areas may not be accessible.
- Services such as gas, electricity, drainage and water installations are not tested.

The absence of comment should not be taken as confirmation that no defect exists.

5. Reports

Reports reflect:

- The condition of the property on the date of inspection.
- Conditions visible during the inspection.
- The surveyor's professional opinion at that time.

Reports do not provide guarantees or warranties.

6. Reliance

The report is prepared solely for the named client.

No responsibility is accepted to any third party unless prior written consent has been granted by Voller Surveying Services Ltd.

Unauthorised reliance is prohibited.

7. Client Responsibilities

The client shall:

- Provide accurate information.
- Ensure access arrangements are available.
- Review the report promptly upon receipt.
- Seek appropriate specialist advice where recommended.

8. Fees

Fees shall be payable in accordance with the quotation provided.

Unless agreed otherwise:

- Payment is due upon instruction.
- Reports may be withheld until payment has been received.
- Late payments may incur interest and recovery costs permitted by law.

9. Cancellation

Consumer clients may have statutory cancellation rights.

Where applicable, details will be provided before the instruction proceeds.

10. Professional Indemnity Insurance

Voller Surveying Services Ltd maintains Professional Indemnity Insurance with a limit of indemnity of:

£1,000,000

in accordance with RICS requirements.

11. Limitation of Liability

Subject to applicable law, the total liability of Voller Surveying Services Ltd arising from any instruction shall not exceed:

£1,000,000

being the firm's Professional Indemnity Insurance limit.

This clause should be reviewed periodically and approved by the Company's legal adviser and insurer.

12. Complaints

Complaints shall be handled in accordance with the Company's Complaints Handling Procedure.

13. Data Protection

Personal information will be processed in accordance with our Privacy Policy and applicable UK GDPR legislation.

14. AI-Assisted Working

Voller Surveying Services Ltd may utilise artificial intelligence technologies for administrative assistance, document preparation, drafting, formatting, proofreading and research.

All inspection findings, professional opinions, conclusions and recommendations are reviewed by a qualified surveyor prior to issue.

Professional responsibility always remains with Voller Surveying Services Ltd.

15. Governing Law

These Terms shall be governed by the laws of England and Wales.