



## **Terms and Conditions**

*Effective Date: 03/05/2025*

These Terms and Conditions ("Terms") govern your use of the services provided by Survey Wise ("Company", "we", "us", or "our"), including but not limited to home and property valuation services (the "Services"). By engaging our Services, you agree to be bound by these Terms.

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### **1. Services Provided**

We offer professional home and property valuation services for residential, commercial, and investment properties. These valuations are for informational purposes only and are not legally binding appraisals unless explicitly stated.

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### **2. Eligibility**

You must be at least 18 years old and legally capable of entering into contracts to use our Services. By using our Services, you confirm that you meet these requirements.

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### **3. Fees and Payment**

- Fees for our Services will be communicated prior to service commencement and must be paid in full by the agreed date.
  - We reserve the right to change our pricing at any time, but this will not affect existing agreements already in progress.
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### **4. Cancellations and Refunds**

- Appointments may be cancelled or rescheduled with at least 24 hours' notice. Late cancellations will incur a fee of 50% of the valuation figure to cover for time, travel and administrative cost.
  - Refunds are provided at our discretion and only in cases where Services have not yet been rendered or there is a failure on our part to deliver as agreed.
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## 5. Client Responsibilities

- You agree to provide accurate, complete, and up-to-date information relevant to the property.
  - You must ensure access to the property on the agreed date and time for inspection or evaluation purposes.
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## 6. Limitations of Liability

- Our valuations are provided using industry-standard methodologies and are based on information available at the time of inspection. We do not guarantee the accuracy or completeness of third-party data used in our reports.
  - We are not liable for any direct, indirect, incidental, or consequential damages resulting from the use of our Services, including decisions made based on our reports.
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## 7. Intellectual Property

All reports, documentation, and related materials created during the course of our Services are the intellectual property of Survey Wise and may not be reproduced or distributed without our written permission.

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## 8. Confidentiality and Privacy

We respect your privacy and handle your personal and property information with care. Please refer to our Privacy Policy for more details on how we collect, use, and protect your data.

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## 9. Governing Law

These Terms shall be governed by and construed in accordance with the laws of England, and any disputes shall be subject to the exclusive jurisdiction of the courts in that region.

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## 10. Amendments

We reserve the right to update or modify these Terms at any time. Updated terms will be posted on our website with the effective date.

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## 11. Contact Information

If you have any questions about these Terms, please contact us at:

**Survey Wise**

[info@surveywise.uk](mailto:info@surveywise.uk)

0800 014 9318