

# Terms & Conditions

## InventoryFlex

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*These Terms & Conditions govern all bookings made with InventoryFlex. By placing a booking with us, you agree to the following terms. All prices exclude VAT unless otherwise stated.*

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### 1. What's Included

Our pricing includes the hallway, kitchen, reception room, bathroom, and the listed number of bedrooms.

Additional rooms are charged at £10 per room, including:

- Gardens
- Additional bathrooms, en-suites, and WCs
- Dining rooms and second reception rooms
- Stairs, landings, and additional hallways
- Conservatories, basements, garages, and outbuildings

### 2. Property Condition & Preparation

The property must be ready for inspection at the time of the appointment. This means no cleaners or contractors on site and no tenant belongings present, unless agreed in advance.

If the property is not ready upon arrival, the inspection may be cancelled and a cancellation fee may apply.

### 3. Pricing Adjustments

We reserve the right to adjust pricing for heavily furnished properties such as serviced accommodation, high-end properties with extensive fixtures and fittings, and properties that are significantly larger than average for their bedroom count.

**Please contact us in advance for an accurate quote: 020 3488 9191 | [info@inventoryflex.co.uk](mailto:info@inventoryflex.co.uk)**

### 4. Access & Attendance

Inspections are typically carried out independently by our clerks. If your access arrangements differ from standard, please advise us prior to the appointment.

### 5. Report Scope & Limitations

Our reports provide a fair and accurate record of a property's condition and contents. Please note:

- Descriptions are for identification purposes only
- Material references (e.g. "oak," "chrome") describe appearance, not guaranteed composition
- Items are not valued or authenticated

*We are not surveyors or valuers, and our reports should not be relied upon as such.*

### 6. Structural & Technical Limitations

Reports do not identify structural defects or provide repair advice or cost estimates. Appliances are visually checked only. No assessment is made regarding safety, performance, or efficiency.

## 7. Contents & Counting

- Items of low individual value may be described collectively (e.g. "kitchen utensils")
- Large quantities, such as cupboard contents, are photographed but not individually counted
- Locked rooms or inaccessible areas are excluded from the report and noted accordingly

## 8. Health & Safety

For health and safety reasons, clerks will not climb ladders, move heavy furniture, or access unsafe or restricted areas. Any areas that cannot be inspected will be clearly noted in the report.

## 9. Keys & Access Delays

- Waiting time exceeding 20 minutes may result in a charge of 50% of the booking fee
- Where key collection is required at a location significantly distant from the property, an additional charge may apply

## 10. Cancellations

Cancellations made within 24 hours of the scheduled appointment will incur a charge of 50% of the booking fee.

## 11. Payment Terms

Landlords without an existing account are required to make payment in full prior to report release.

## 12. Turnaround Time

Reports are typically delivered within 24–48 hours of the inspection, subject to property size and complexity.

## 13. Additional Charges

Bookings on Sundays or Bank Holidays are subject to an additional charge of £30 + VAT.

## 14. Report Format

Reports are delivered digitally and can be viewed online, downloaded, shared, and signed electronically. All amendments and updates must be made within the digital report system.

## 15. Report Storage & Retention

Reports are stored on our system for a period of 12 months from the date of delivery. We strongly recommend that all clients download and retain a PDF copy of their report for their own records.

After 12 months, reports are permanently removed from our system and we will be unable to provide copies or retrieve records thereafter. InventoryFlex accepts no liability for any loss arising from a client's failure to retain their own copy within this period.