



Green Retreats

YOUR SALES ORDER

Sales Order No: 210202847GRS1

Sales Order Date: 21/02/2021

Install date W/C: 19/07/2021

Base date W/C: 12/07/2021

Your Advisor: Mikayla Emery

Our Contact Information

Phone: 01296 325777

Email: sales@greenretreats.co.uk

Name: Thomas Bold

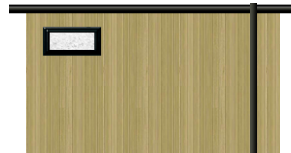
Your Contact Information

Phone: 07808 101456

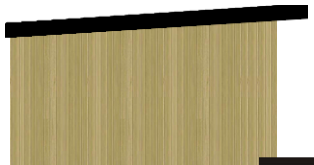
email: tohs49@yahoo.com

Your Installation & Postal Address

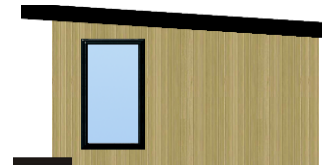
71 Clyfford Road
Ruislip
HA4 6PX



REAR ELEVATION (3.5M)



LEFT ELEVATION (3.5M)



RIGHT ELEVATION (3.5M)



FRONT ELEVATION (3.5M)

YOUR TOTAL £25,842

INCLUDING VAT @20%



£200 holding deposit reserves your install date



50% deposit due 6 weeks prior to your install date

Company Reg: 08305447 VAT No: 151669694

Holding deposit received 22/02/2021 £200.00

50% deposit due 07/06/2021 £12,821.00

Payment on building completion £9,615.75

Payment on Completion of Plastering & 2nd Fix £3,205.25

Prices include VAT @20%



Card Payment



Bank Transfer



Cheque

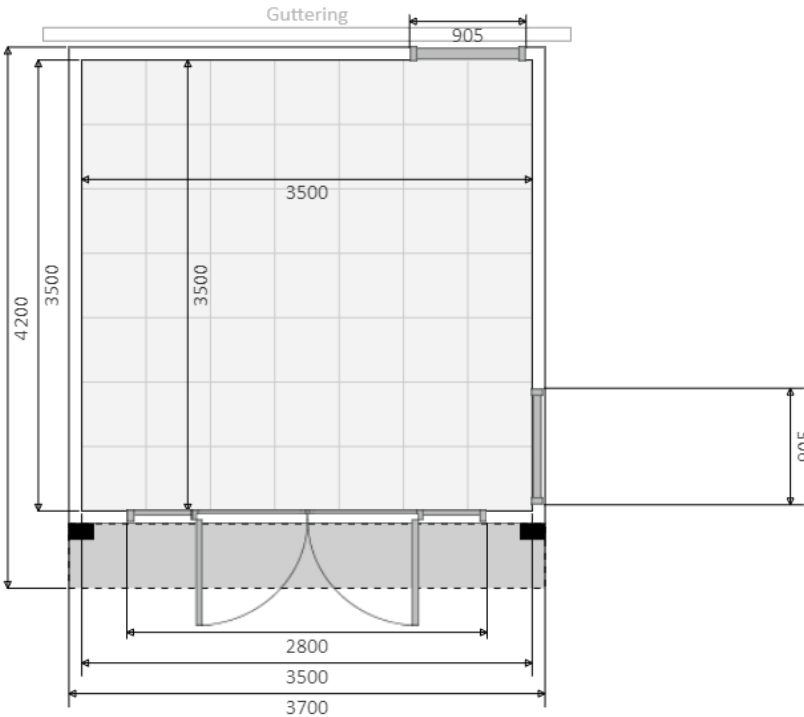
Bank Name: Lloyds

Sort Code: 30-90-38

Acc No: 43095768



Green Retreats YOUR DESIGN - PLAN VIEW





Green Retreats

YOUR SPECIFICATION

 YOUR BUILDING : Expression - 3.5m x 3.5m		BASE PRICE : £20,495	
Ext. dimensions (inc. roof) - 4100mm (W) x 4300mm (D) x 2500mm (H)			
Ext. dimensions (footprint) - 3700mm (W) x 4200mm (D)			
Int. dimensions - 3470mm (W) x 3470mm (D) x 2225mm (H front), 2005mm (H rear)			
Building size suitability has been confirmed at site survey, subject to site clearance			
 STANDARD OPTIONS			
High efficiency double glazing			
High security locking to BS7412			
Pile foundations			
High performance, custom-built wall sections featuring RockWool and PhotonWrap			
Roof: 60mm - 80mm of high density polyurethane insulation surrounded by 1mm steel plates			
 DOORS & WINDOWS		QUANTITY	AMOUNT (£)
Frame colour: black, handles and hinges: black			
Lozenge window (medium) - (Opening: top-hung) [Standing height] [Stippolyte]		1	0
Picture window - (905mm x 1650mm, non-opening)		1	480
French door/window (2.8m)		1	350
 EXTERNAL OPTIONS			
Hood interior: black			0
Front cladding: redwood			0
Left cladding: redwood			0
Rear cladding: redwood			0
Right cladding: redwood			0
Deck: black composite (standard size)			314
Guttering: left			0
Height: standard			0
Fascia: black			350
Magnetic door stop: yes		2	40
 INTERNAL OPTIONS			
Flooring (Grey Oak)			0
Internal wall finish (Plastered finish)			1,713
Skirting (White)			0
 ELECTRICAL OPTIONS			
600x600 panel lights		1	0
Fused spur (1)			35
Mains socket style (Recessed brushed aluminium)		6	186
USB mains socket upgrades		1	0
External light style (Torch) inc. PIR		2	65
Deck/hood lights (Deck & hood)		2	240
2kW convector heater		1	150
Outside double socket		1	150
 ELECTRICAL CONNECTION			
External connection of power between house CU and Expression CU via 35m of 6mm² armoured cable, 7m of internal cable, 21m clipped to fence, 2 walls to drill through, 3m trunking. Includes Part P certificate			794
 COMMUNICATIONS			
Ethernet connection hardwired from house router to an ethernet socket installed in Expression via 35m of armoured cat6 cable, including house connection			430
Ethernet sockets		1	50
 DELIVERY AND INSTALLATION TO "HA4 6PX"		1	0
 YOUR TOTAL		£25,842 INC VAT	



Green Retreats

YOUR NOTES

1. Please check and confirm that all the above details are correct at 6 weeks before installation: no further changes will be accepted as we go into production.
2. Customer to send photos once clearance has been completed.
3. Customer to ensure water and electricity is accessible for base, install and electrical teams.
4. Customer to ensure that house consumer unit is easily accessible prior to electrical installation.
5. Customer to ensure ground is levelled to within 200 mm.
6. Customer to leave ground to clear and level soil ready for building to be installed.
7. Customer to paint inside of building.
8. When painting your building, please ensure you use a apply a mist coat with a diluted matt emulsion.
9. Magnetic door stops to all hinged doors.
10. Customer to leave an area of 4.5m x 4.8m, with a height clearance of 3.5m, across the area completely clear (including tree overhangs) ready for building installation. Please make sure that this area is clear of all obstacles, shrubs, trees or tree stumps, and is level ready for ground work.
1. Customer to remove existing structure.
2. Customer to remove any items obstructing a clear and safe route through to installation site.



We understand that not every garden is the same and we will always carry out a site survey for every single building we install to ensure we can give instructions on the work required before we can install your base.

Clearance area required:

We require a 400mm gap from the walls of our building to any obstacle. This is to allow our installers room to manoeuvre their tools to properly construct your building. Guttering and roof overhangs can sit within this 400mm clearance.

We request that when considering clearance, you look up and ensure tree overhangs and obstacles are cleared to a height of 3.5m to allow our teams room to work when putting your roof in place.

Please check your Sales Order for confirmation of the total space that will need to be cleared. This can be found in the Notes section. Your Summary will show the total footprint and external dimensions of the building.

If you have any questions please don't hesitate to contact a member of the customer care team who will be happy to help.

Grass/soil bases:

This is the most common material we come across when installing garden rooms. Our team will dig down into the grass/soil and install a mini pile at metre intervals. Your site surveyor will have discussed any levelling that may be required before we arrive. Typically, we will ask that the ground is level to within 200mm.

The height of your building:

To ensure we comply with Permitted Development regulations our garden rooms are designed to be measure just under 2.5m in height. This is measured from the highest natural point of your land, on which the building sits. If you have an existing base which is higher than the natural point, you will be asked to remove it as it will push the total height of your building over 2.5m.

Hardcore bases:

If you already have a hardcore base installed, often the surveyor will have asked you to do some work on it before we arrive. Our base installation teams are unable to dig through hardcore to install piles so we need a surface we can build off instead. Hardcore thrown in from an old building site is best removed as it has not been compacted and is liable to subside.

A hardcore base 200-250mm thick, which has been professionally wackered down and has membrane installed every 100mm, would be suitable for our teams. They will install a wider pad to spread the load and will build off the top of the hardcore, rather than digging through it.

Concrete/tarmac bases:

If you have an existing concrete base, we will do everything we can to use it. Our surveyors will first look at its height in relation to the natural ground level and inspect its suitability.

Our system can span both a concrete base already in situ and our own mini pile system, so please don't worry if your building is larger than your base.

If you have tarmac in place, we can usually build off this. We will increase the width of our packers to spread the load across the ground.

Installing your own concrete base is possible, although we'd always prefer to install our own foundation system. A concrete base should be at least 5-6 inches thick with a 100-200mm hardcore sub-base. The sub-base should be levelled and compacted using a wacker plate, with membrane layers installed every 100mm.

We do offer a small discount of around £150-£250 depending on the size of the building however, our base team will still need to attend the week before the main installation to lay the floor panels.

Patio slab bases:

If you have a patio in the area you are planning on installing your garden room, we may also be able to build off this, without the need to remove it. A good patio is one that has been laid on a proper hardcore base, concreted in flat and even. Patios laid on just sand and earth, or near trees should be lifted to prevent any future subsidence once the building has been installed. Our surveyors will be able to give advice on this.

Trees and tree roots:

Trees that are currently standing where the garden room will stand will need to be removed. Most smaller trees can be put down to ground level and have a treatment to prevent further growth. It's really important that the stump is no higher than the natural lay of the land as it may push the external height of your building over 2.5m. If the stump sits where a critical mini pile will need to be installed, our surveyors will notify you and ask that the stump is ground out. Larger stumps that interfere with our 1m grid system for piling will also need grinding out.

Trees that will remain in place once our building is installed will often have roots that spread underneath the building. Our surveyor may recommend building further than 400mm away from larger trees to avoid the root cluster immediately surrounding the trunk of the tree.

You may have a tree in your garden with a tree protection order (TPO); it's really important that you adhere to the guidelines and avoid damaging the tree. We'll always work as carefully as possible when installing our buildings. In order to avoid the entire root system, the guidelines on TPOs are to build nothing within 12x the diameter of the tree at breast height (roughly 1.5m high).

If you would like to build closer than this to the tree, you will need to consult a local tree conservation officer. We adapt our foundation system and line the holes with plastic sheeting to protect any tree roots from the concrete. We'd be happy to provide a full method statement confirming this procedure to your tree conservation officer if required.

Levelling the ground:

If you are digging down or building ground up to 200mm, you should install a retaining wall to stop the earth falling away once the building has been installed. If you choose to build up our preference would be that you fill the area created with compacted soil. This allows us to pile into the ground using our standard methods. Please don't fill the ground with loose hardcore.

If you are digging down or building ground up by more than 200mm, you must install a retaining wall to stop the earth falling away once the building has been installed. You can then backfill the area with compacted hardcore. This must be retained with a membrane every 100mm to prevent any future movement of the ground underneath the building. Our base teams will then place a 300x300 paving slab on top of the hardcore using small amount of postcrete to hold it in place and build off this base.

Please take into account the natural level of the ground when building the ground up.

When digging into your ground please be aware that we will install a drainage downpipe from the gutter along the back of the building. In clay soil it is recommended that you dig an additional 50cm x 50cm x 50cm soakaway and back fill with pea shingle to help encourage drainage away from the building.

Trenches:

If you need to dig a trench to accommodate services such as plumbing or electrical cables to the building, you must ensure that it is a minimum of 500mm away from any part of the building foundations. Ideally the trench should not be any deeper than 400mm when in the vicinity of the building as it may be deeper than our foundations which could lead to subsidence.

Landscaping:

If you are planning on landscaping, decking or paving the area around your garden room, it is best to do this once the building has been fully installed. You should ensure that you leave a clear air gap around the base of the building on all sides. Blocking the base in could result in your guarantee being invalidated.



Terms and Conditions of Sale – Green Retreats Ltd

DEFINITIONS

The “Company” is Green Retreats Ltd.

The “Customer” is the person, firm or company who purchases the product or services from the Company.

Green Retreats, The Garden Office, Garden Studio are all trading names of Green Retreats Ltd.

1. APPLICATION OF THESE TERMS AND CONDITIONS

1.1. It is considered that any customer entering in to an agreement with Green Retreats Ltd is in acceptance of these terms and conditions. The customer is responsible for obtaining a copy of these terms and conditions for their reference.

1.2. Green Retreats Ltd reserves the right to amend these terms and conditions at any time.

1.3. No variations of these terms and conditions shall be of any effect unless agreed by the Company in writing.

1.4. If any part of this Agreement is declared unenforceable or invalid, the remainder will continue to be valid and enforceable.

1.5. The contract shall in all respects be construed and operated as an English contract governed by English law and any dispute arising out of, or in connection herewith, shall be referred to the English courts.

2. OUR PRODUCTS

2.1. The company website, brochure and any elevation drawings serve as a guide only and do not form part of any contract.

2.2. The company make every effort to be as accurate as possible however precise measurements indicated on our website, in our brochures and on any order documentation are subject to reasonable levels of tolerance.

2.3. The company reserves the right to alter specifications without prior notice. Changes to product specification are rare and reasons for doing so may include, but are not limited to, improving general quality or efficiency of the product, because the material is no longer available to the company or for drastic changes in material costs. The company will always endeavour to inform the customer when any significant specifications are to be amended.

3. PRICING

3.1. All prices stated on the company’s website and literature include VAT at the current rate.

3.2. Green Retreats adhere to a transparent pricing policy; no discounts other than those advertised on our website and/or in our Showroom at the time of order will be applied.

3.3. Once the customer places an order and the deposit is received, a sales confirmation will be issued and the price stated will remain fixed, unless the order is put on hold for longer than 90 days.

4. PAYMENTS

4.1. A £200 holding deposit is required upon placing the order and is fully refundable up to 42 days prior to the installation date, at this point the balance of the deposit (50% of the sales price) is required.

4.2. Final payment of the outstanding balance is due strictly on or before the final day of installation.

4.3. If additional minor works (i.e. plastering, painting, electrics, trimming) or any remedial action is required after the main installation, a proportionate retention (reflecting the cost of outstanding work) is agreed between Green Retreats Ltd and the customer until the outstanding works are completed.

4.4. Any outstanding balance may be paid by bank transfer (copy of transaction required) or by debit or credit card, unless other arrangements are made. If paying by cheque, it must be handed to the install team on the day of completion (cheques must be made payable to Green Retreats Limited). All goods remain the property of the company until the final balance is paid in full.

5. CANCELLATIONS

5.1. As all Products designed and manufactured by Green Retreats are made-to-order, to customer specifications, they are exempt from cancellation rights.

5.2. The customer may cancel an order and receive a full refund up to 35 calendar days before the scheduled base installation date. For avoidance of doubt, the scheduled installation date is the week commencing date indicated on the most recent Sales Order Confirmation sent to the customer.

5.3. If the customer cancels an order once the balance of the deposit has been paid, no refund will be given. The customer accepts that the balance of the deposit is non-refundable as once this payment has been made to the company the order is put in to full production.

5.4. If the customer cancels an order once the base has been laid they will forfeit the total sales price in full unless an alternative agreement has been confirmed between the customer and Green Retreats.

5.5. The company reserves the right to cancel an order at any time, for any reason. In the event of Green Retreats cancelling an order, a full refund will be given to the customer.

6. ORDERS ON HOLD

6.1. If a customer is not ready to proceed with an installation date they may place their order ‘on hold’ in which case the holding deposit will remain on account with Green Retreats. Prices will remain fixed for a period of 90 days from the date the order is put on hold, after which any recent price updates will be applied to the order.

6.2. Orders may remain on hold for a period of 12 months before they are automatically cancelled. The customer will be contacted at this time so that they may provide details for the refund of the holding deposit. No refund will be issued if the customer has been supplied with AutoCAD documents (see clause 7.3).

7. PLANNING PERMISSION AND BUILDING REGULATIONS

7.1. Planning consent is not normally required however, it is the customer's responsibility to ensure that planning consent is not required for the installation of the outbuilding. We recommend you seek clarification from your local planning authority. Green Retreats will not be held liable for any breach of Permitted Development/Planning regulations applicable to your property.

7.2. If the site is in a Conservation Area we recommend that the customer contacts their local authority to confirm whether or not any Article 4 Directions (restrictions on your Permitted Development rights) have been applied to the property.

7.3. If the customer has been provided with AutoCAD documents and they choose to cancel their order the holding deposit is non-refundable. The holding deposit is refundable if Planning Permission is declined on condition that proof of the refusal is provided.

7.4. The customer is responsible for ensuring that their building and its location complies with their Planning Approval conditions. Green Retreats will not be liable for any changes a customer may make to the design, specification or location of a building once a Planning Application has been submitted or approved.

7.5. Green Retreats garden buildings do not comply with Building Regulations and should not be used for sleeping accommodation. Such use would also constitute a breach of Permitted Development Regulations. The Company accepts no liability with regards to the customer's ultimate use of the building. The Customer should consult their local Building Control department if they require further advice or guidance.

8. SCHEDULED DATES

8.1. The company will always try to honour the estimated delivery/installation date, 98% of our buildings are delivered and installed within the estimated time. However, we cannot guarantee the installation date and cannot be held responsible for postponement or delay outside of our control, this may include but is not limited to extreme weather conditions, access difficulties, parking, traffic.

8.2. The company cannot be held liable for any loss, damages, charges or expenses incurred by the customer as the direct or indirect result of any delay in the delivery, installation or completion of an order. The company will not be held financially liable for return visits that may be required for any rectification works to the building.

8.3. Any time frames given to the customer to suggest the duration of an installation are an estimate only and do not form part of any contract. The company will not guarantee to complete the installation of a building by any specified date or time.

8.4. If the customer postpones/delays the installation of the base or building for any reason after payment of the 50% deposit has been made, the following penalties will be immediately incurred;

8.4.i. Within 35-15 days of the scheduled base installation date: 25% of the total sales price;

8.4.ii. Within 14 days of the scheduled base installation date: 40% of the total sales price;

8.4.iii. Any time after the base has been laid: 50% of the total sales price.

8.5. For any works booked in for optional upgrades, including, but not limited to: electrical connections, air conditioning installations, blinds installations, plastering, painting; the full charges will still apply if the customer cancels such work any time after the date(s) have been confirmed with the customer.

9. WORK ON SITE

9.1. The customer is responsible for preparing the site as per the written notes on their Sales Order and any discussion that takes place with the Site Surveyor at the time of sale.

9.2. The customer is responsible for providing all necessary parking permits, access and permissions in advance of the base and building installation dates. Access to electricity and water is required on site.

9.3. In accordance with the Site Preparation Notes all sites/bases must be level with correct drainage in place, a clearance of no less than 400mm is required in addition to the external dimensions of the building to allow construction.

9.4. Failure to complete the necessary preparations may result in a delay or, in certain circumstances, cancellation of the installation schedule. A minimum charge of £500 will be incurred if the customer has not carried out the necessary preparations as per clauses 9.1, 9.2 and 9.3.

9.5. The company will not deliver or install products through domestic buildings, over fences or other obstacles without prior consultation and written agreement.

9.6. Whilst every care is taken to avoid any damage to the Customer's property, Green Retreats cannot be held liable for unavoidable damage caused by the installation teams. The Customer accepts that some damage may be unavoidable, especially to access routes and the surrounding working areas.

9.7. We strongly recommend that garden landscaping is completed after the building has been installed to avoid any incidental damage.

9.8. The company will install materials, fittings or appliances supplied by the customer on a good will basis only. The company will not be held liable for any damage to such items. No additional items will be fitted/installed unless agreed in writing on the Sales Order prior to the team visiting site.

9.9. The company reserves the right to withdraw its employees or designated contractors from site where they deem the working conditions to be unsafe in accordance with current Health and Safety Regulations. In such cases the company will discuss any necessary changes to the working environment/conditions with the customer which must be carried out before works can continue.

9.10. All installation personnel have been trained and briefed on safe working practices including use of PPE (Personal Protective Equipment) in accordance with current Health and Safety regulations. If a full Risk Assessment and/or Method Statement are required by a customer 6 weeks' notice must be given and charges may apply based on the level of compliance required.

9.11. Green Retreats Ltd are covered by liability insurance up to £10million. Full details are available on request.

9.12. The site survey completed at the time of sale is a visual inspection only and the company cannot be held liable should any underground obstruction be discovered upon commencement of works.

9.13. The company reserves the right to cancel or postpone any works should unforeseen circumstances arise that affect the company's ability to fulfil an order. In the event that the company cancel the total installation of an order a full refund will be given to the customer, unless it is found that such unforeseen circumstances have been directly caused by the customer.

10. BASES

- 10.1. The customer must be present on the base date and is responsible for confirming the location of the base prior to construction. Once this position has been confirmed and base constructed the position cannot be changed. The customer should consider any areas surrounding the building that may be obstructed or restrict access to openings on or around the garden room.
- 10.2. No apertures or fittings for services not supplied by Green Retreats will be made unless agreed and confirmed in writing on your Sales Order.
- 10.3. If an existing base has been used e.g. concrete slab, Green Retreats cannot be held liable for subsidence or settlement issues.
- 10.4. Spoils created by the base team will not be removed from site unless agreed in writing prior to the works commencing.
- 10.5. The Company will not be held liable for any issues with regards to the height of the building if the customer has not levelled the site/ground in accordance with the Site Preparation Notes.

11. ELECTRICAL WORKS

- 11.1. A Part P certificate will only be supplied where Green Retreats completes a full external connection of power and will only be supplied to the customer once the final balance has been paid in full. The certificate can take up to 21 days to process. Where a full connection has not been made, readings are available on request. It is the responsibility of the certified electrician completing the full connection to certify the electrical works.
- 11.2. Every effort is made to provide an accurate quotation for electrical works, however the inspection of the customer's own armored cable and consumer unit is only visual and is based on the assumption that the customer's electrics comply with current building regulations. It is the customer's responsibility to ensure that the cable is fit for purpose. Quotes given at the point of sale are estimates only and do not act as confirmation of the cable being suitable. Green Retreats cannot be held liable should the cable prove to be unsuitable or inadequate.
- 11.3. Green Retreats reserves the right to refuse to complete electrical work or to apply additional charges where a connection is not possible with the current power source/consumer unit. The customer will be informed and quoted prior to any necessary additional works being carried out.
- 11.4. Where Green Retreats are to complete a connection of an existing cable or of a cable to be supplied by the customer, it is the customer's responsibility to run the cable from the main fuse board in the house to the garden room site. The customer must ensure that there is an excess of at least 10 metres of cable reaching the site. Unless otherwise stated on the customer's Sales Order, Green Retreats will not complete any of the works to run the cable, this includes clipping the cable to any boundary/wall/fence. Should the customer request that such work is completed additional charges will apply.
- 11.5. The company reserves the right to make any changes to electrical product specification or services they deem necessary to ensure safety compliance. The customer will be made aware of any such requirements and cost implications before the relevant works are carried out.
- 11.6. Armoured electrical and Ethernet cables are always installed on the outside of the garden building, no armoured cable will be installed within the wall cavity.
- 11.7. No additional electrical work will be carried out by the company or designated sub-contractors unless agreed in writing on the Sales Order prior to the team visiting site.
- 11.8. Green Retreats makes no guarantee as to the suitability of any WiFi powerline adapter, such as the TP HomePlug Solution. The liability of the Company for any Internet or Communications device or service will be limited to the value of that specific item only, as outlined on the Customer's Invoice.

12. YOUR GUARANTEE

- 12.1. Green Retreats buildings are covered by a comprehensive transferable guarantee, which is activated once the final balance is paid in full. The terms of your guarantee are as follows:
 10 years:
 Design and manufacturing faults to the structure of the building (including rot and corrosion)
 3 years:
 Internal misting in double glazing
 Door and window hinges and locks
 External decking (rot, corrosion and structural faults)
 1 year:
 External fascias
 Internal linings and trim, floor covering, internal accessories, blinds
 Electrical installations and appliances, including underfloor heating and air conditioning units
 Electrical and network connections
- 12.2. Buildings constructed by Green Retreats under 'Permitted Development' should not be used for habitable accommodation. If used for habitable accommodation the guarantee is invalid. Guarantee excludes normal 'wear and tear' and decorated surfaces.
- 12.3. No guarantee will be made by Green Retreats against the effects of weather exposure on the colour of the external cladding. Cedar will naturally fade and silver over time, it is recommended that that any cedar on the Green Retreat is treated by the customer within 1 month of installation and every 6 months thereafter to preserve its original colour.
- 12.4. Door adjustments are not covered under guarantee and may be necessary from time to time. Adjustments can be easily carried out by the customer - please call the Customer Care office for advice.
- 12.5. Warping of timber fascia boards is not covered under guarantee; timber is a natural product and warping may occur.
- 12.6. Superficial cracking of timber cladding and/or fascia boards is not covered under guarantee.
- 12.7. Green Retreats guarantee glass on windows and doors in accordance with the 'Glass and Glazing Federation' guidelines (a copy can be obtained from the Customer Care team). No guarantee will be made against scratches or imperfections in/on the glass once the sign-off of the building inspection has been completed.
- 12.8. Where underfloor heating has been installed the customer must ensure that all furniture is raised on legs, the use of flat-base furniture will invalidate your guarantee.
- 12.9. Guarantee claims should be made to the main office on discovery of the fault. Failure to report a fault immediately may invalidate your guarantee.

Once agreed, a maintenance team will be dispatched to remedy the issues free of any charge. Green Retreats Ltd will not reimburse payments made to third party repair contractors without prior written consent.

12.10. If the customer is deemed to be responsible for any faults to the building, all costs associated with remedial works will be charged to the customer.

12.11. No guarantee will be made for materials, appliances or services supplied by the customer to be installed by Green Retreats Ltd. Such items are installed on a good will basis only.

12.12. The Company's liability shall not exceed the total purchase value of the of the Product and the taking of the steps it deems necessary to rectify any issues shall constitute an entire discharge of the Company's liability under this warranty.

12.13. The Company shall not be deemed liable for subsidence to the garden room or of the surrounding installation site unless such subsidence is caused by the negligence of the Company during installation.

12.14. Any structural alteration made to the building by the customer or a third party employed by the customer will invalidate your guarantee and as such any related remedial works will be chargeable as per clause 12.10.

12.15. The Customer must ensure that adequate ventilation and drainage is in place around all sides of the building. Blocking in the sides of the building with paving or other landscaping material may result in excessive moisture retention either to the walls or to the base system. Blocking in the sides of the building will invalidate the guarantee.

13. PLASTERED BUILDINGS

13.1. Green Retreats adheres to NHBC guidelines on internal finishes, including plastering, skirting and floor finishes. Please contact the Customer Care office to obtain a copy of these guidelines. Plaster cracking over 2mm wide is covered under your guarantee for a period of 1-year.

13.2. It is the responsibility of the customer to ensure that the building is well ventilated during the plaster drying process. The company will not be liable for any cracking or moisture retention caused by lack of ventilation during the drying process.

13.3. Green Retreats buildings finished with the Acoustic Pack are designed to reduce sound by up to 45 decibels (results may vary and are dependent on the amount of glass you opt to have on your garden room). Green Retreats makes no claim of any building being completely soundproof.

14. VENTILATION

14.1. The Customer must ensure that adequate heating and ventilation are supplied to the building throughout the year. An opening window and a heater is included in the base price. The Company accepts no liability for issues caused by failing to heat or ventilate the building.

14.2. We strongly advise that all buildings are fitted with at least one opening window for ventilation purposes. Aluminium Bifolding doors are not fitted with trickle vents.

14.3. If the building is being used as a gym or exercise room it is especially important to maintain good ventilation. We recommend heating and ventilating your building before use and during use to avoid condensation on equipment.

15. GROUND, GUTTER AND ROOF MAINTENANCE

15.1. Green Retreat products require zero maintenance however, it is the customer's responsibility to ensure areas around the building are kept clear. An air gap under the sides and rear of the building must be maintained and clear of obstacles to ensure vegetation and weeds do not make contact with the building and lead to possible intrusion within the building. This will also ensure that no moisture cannot be trapped underneath the building.

15.2. Gutters and roofs should be inspected and cleared of all debris a minimum of twice a year.

15.3. As with any external building, failure to clear gutters and keep air gaps maintained may result in damage to the fabric of the building which will invalidate your guarantee.

15.4. If remedial work is carried out and the defect is found to be a result of the customer failing to maintain a clear area around the building the work will be chargeable to the customer (as per clause 12.10).

16. LIABILITY

16.1. Nothing contained in these Conditions shall be construed so as to limit or exclude the liability of the Company for death or personal injury as a result of the Company's negligence or that of its employees or agents.

17. CUSTOMER FINANCE AGREEMENTS

17.1. Green Retreats Ltd, Westcott Venture Park, Aylesbury, HP18 0XB acts as a credit broker and not the lender. Hitachi Capital (UK) PLC is the credit lender. Hitachi Capital (UK) PLC (company number 1630491) is authorised and regulated by the Financial Conduct Authority. The Company is not liable for any financial service obtained through the credit lender.

17.2. Credit is available to UK residents only and is subject to application, status and lending criteria.

17.3. Application Criteria

In order to be eligible for consideration for finance, all customers must:

- (i) be 18 or older;
- (ii) be in permanent paid employment (over 16 hours a week), retired and receiving a pension, be a houseperson with a partner in permanent paid employment or be self-employed;
- (iii) be a UK resident (minimum of 12 months);
- (iv) be able to provide acceptable proof of address and proof of signature;
- (v) make payments by direct debit; and
- (vi) be purchasing the Product for personal not business use.

17.4. Credit Applications are honoured for a period of 180 days from acceptance. Should the customer opt for an installation date which takes place after this period they will be required to complete a new application.

17.5. The Customer must be present on the final day of the installation to sign the Customer Satisfaction Note. The product will remain the property of Green Retreats Ltd until this Satisfaction Note has been signed and returned to the Company.

17.6. The full deposit payment is due strictly 6 weeks before the scheduled installation date. Failure to pay the deposit could result in a delay to the installation date or, in some cases, cancellation of the order.

17.7. Changes to Finance Agreements as a result of order specification amendments are possible up to 180 days after the initial application agreement has been received by the customer. The customer will be responsible for completing the signing of any amended application.

17.8. Cancellation of a Finance Agreement with the credit lender does not constitute cancellation of the product order with the Company. All orders with Green Retreats Ltd are subject to cancellation and postponement charges, where applicable, in accordance with clauses 5 and 8 of this contract.