



**Estimate #** 14920-E

## Client Information

Client: Alma Ahmovic  
Client Address: 17 Castlebar Road, London W5 2DL  
Client Phone: +44 7946 460613  
Client Email: Alma.Ahmovic@YAHOO.COM

## Proposed Work

DESCRIPTION	PRICE
<b>Pruning</b>	£ 0.00
NB: Price includes removal of all branches timber and debris All work to be carried out in accordance with British Standards 3998 2010 "Recommendations for Tree Work"	
<b>Subtotal:</b> £ 0.00	
<b>VAT 20%:</b> £ 0.00	
<b>Total:</b> £ 0.00	

### Team Requirements

### Equipment Requirements

### Project Requirements

- Clean Up
- Dispose Brush
- Dispose Wood

We thank you for the opportunity to submit the prices and specifications noted above. Please contact us at +44 2081 237653 if you would like to proceed with the quotation.

### Acceptance of proposal.

The above prices, specifications and conditions are satisfactory and hereby accepted. Graftin Gardeners, Ltd is authorized to do the work as specified.

**Estimator:** Adam Arnold

**14920-E**, Rev 3

**Date:** 2024-01-30

## **TERMS, CONDITIONS, CANCELLATIONS AND COMPLAINTS**

By accepting the quotation you confirm that you have read and accepted the terms of contract on the Terms, Conditions, Cancellations and Complaints link above and that if representing any organisation, individual or individuals, you have full authority to enter into the contract.

Please note that as per the terms and conditions prior to commencement the instructing party must ensure protection or arrange to have moved any items within the vicinity (including those in neighbouring properties) that could adversely impact or be adversely impacted by works:

**THIS INCLUDES BUT IS NOT LIMITED TO LOCATING MARKING OUT AND MAKING OPERATIVES AWARE OF ANY CABLES, WIRES, PIPES ETC WHETHER ABOVE OR BELOW GROUND THAT COULD BE IN THE VICINITY.**

### **Need to Cancel?**

As part of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have a right to cancel this contract starting 14 days from the day this contract is made and to have any deposits returned provided you inform us (when emailing please head the email "Cancellation").

If the work is starting within a shorter period you may still cancel but if we are not able to mitigate any of the subsequent losses for the cancellation we may need to invoice for this loss.

We understand that there may be personal emergencies and work may need to be postponed but where possible seek ways to avoid late postponement and let us know at your earliest opportunity if it is unavoidable.

### **Our Complaints Procedure**

We are committed to providing good quality services. We realise, however, that we may sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

#### **Step 1: Let us know of your concerns as soon as you can.**

If the team that are carrying out the work or have just carried out the work and are still with you then often the best way is to speak to the Lead Climber. If they are not available or cannot deal with your concerns satisfactorily then please email with photos if applicable at your earliest convenience. We will aim to reply within five working days.

#### **Step 2: Taking your complaint further.**

We hope you will only feel the need to make a formal complaint as a last resort and after you feel that the person dealing with the matter first has not taken the opportunity to put things right. If you are still unhappy, the next step is to put your complaint in writing setting out the details, explaining what you think went wrong and what you feel would put things right. Once received, your complaint will be acknowledged in writing within five working days of receipt and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is complicated, such as where other contractors or suppliers need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

#### **Step 3: The next stage**

If you are not satisfied with our internal decision as a Which? Trusted trader we use Ombudsmen Services Ltd for dispute resolution. In the first instance please contact Which? Trusted Traders.

**Pruning**

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2024-01-23 13:27:17 PM



2024-01-23 13:27:22 PM



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