

- Extensions
- Cellar Conversions
- Loft Conversions
- Garage Conversions
- Walls Removed and Steels Fitted
- UPVC Windows and Conservatories
Supplied and Fitted

- 30 Year Backed Guarantees
- Damian Moore 07875 341616
- Wigston • Leicester • London • UK
- www.dmooredampproofing.co.uk
- damianmoore1968@yahoo.co.uk

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NOTES, TERMS AND CONDITIONS

1. Please read this quotation very carefully as only the works listed on the quotation are within the price. Any work required not on this quotation is extra work and will be charged for accordingly.
2. Any extra work required prior to carrying out the work quoted for will be charged at a basic company rate.
3. As the owner of the company, I would like to be upfront and totally honest with my customers. Due to the nature of the works we carry out and the properties we carry the work out on, we often come across the need for extra works during the initial works we have quoted for. All I can do is point this out as we go and give you my professional advice and opinion on what is required. There are often unavoidable extra costs for the work. I am not like other companies where they charge excessive amounts for the extra works required. I carry out any extra works at a standard rate to keep any extra costs down as much as possible for our customers.
4. Should we have to remove any fixtures or fittings to carry out the works quoted for, it would be the property owner's responsibility to refit them.
5. It is the customers responsibility to research the need for any planning permission, building control requirements for the proposed project and provide all the relevant information, architects drawings and any structural reports required. Only then can we issue you with an accurate price.
6. It is the customers responsibility to get a party wall agreement in place prior to the commencing of works or inform any adjoining property owners, we will be carrying out works on the party walls.
7. Unless otherwise stated in the quotation it is based on a like for like replacement basis. Any changes can be priced for on request.
8. Any changes or alterations to the work specification during works will be charged for accordingly.
9. When customers request or supply their own materials, it is their responsibility to check the materials they have requested or provided are suitable for the job. The above company accepts no responsibility for any issues after the materials are either applied, fitted or laid.
10. All laminate or tiled floors will be covered with the latest Anti Nox cushion protective flooring sheets.
11. When allowing for the supply of laminate, lino, carpets, tiles or any other wall or floor coverings we allow **£15.00 per square metre**, anything over that will be added to costs of the contract.
12. When quoting for tiling our quotation is based on tiles being 6 x 6 inches square. If you wish to choose smaller tiles and larger tiles the price will increase due to longer laying times and charges from our contractors.

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13. The depth of holes drilled for the damp proof course will be determined by the operative carrying out the drilling as different strengths of mortar require different depths due to the mortar being able to retain the cream for it to dissolve in the correct way.
14. When quoting for chimney stack and roofing works the inspection will be carried out from ground level. We can only price for what we can see using zoom technology on our phones. We will price the works to be carried out of a ladder and crawler ladder unless it is clearly not possible and we will then issue a scaffold price separately. Should work be carried out which were unidentifiable from the ground or the work not be possible off a ladder and crawler ladder a further report and quotation will be issued.
15. When scaffolding on roofs or around chimneys or any other roof structure it is impossible to walk on the slates and tiles without damaging them. The above company accepts no responsibility for any damage to roofs of any form when carrying out works quoted for. Any repairs, scaffolding alterations required to carry out the repairs or anything else linked to the unavoidable damage will be reported and charged for accordingly. The work will be quoted and carried out at a much reduced rate as a good will gesture.
16. The above company accepts no responsibility for any condensation issues following the installation of a damp proof course.
17. When installing a damp proof course, it is impossible to know the injection height until the skirting boards are removed. If the mortar injection line is over one inch from ground level, we will need to apply a 3 coat tanking system below the holes to prevent damp penetration affecting the new skirting boards and the possibility of bridging with the wall plaster and the damp bypassing the injection holes. This will be charged for at **£9.90 + VAT** per linear metre required.
18. The above company accepts no responsibility for damage caused to floorboards when lifting them to carry out agreed works. Any replacements required will be reported and quoted for accordingly.
19. When a main contractor has carried out the preparation work only walls properly prepared will be treated due to the terms of the guarantee.
20. Only accessible walls can be treated. Operatives cannot drill under floors, small areas under stair wells or in areas of live gas and electrical feeds due to health and safety reasons.
21. The above company accepts no responsibility for leaks from old radiator valves or loose or corroded pipe joints. When removing radiators, sinks, baths etc sometimes with the condition of the old pipework, it is impossible to remove them without them leaking. Should any leaks require repairs, our company plumber will repair them on a basic labour and materials basis and charge accordingly.
22. The above company accepts no responsibility for any electrical or plumbing issues following work carried out where clear damage caused by one of our staff is not evident.

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23. The above company excepts no responsibility for electric sockets not working following works carried out. This often happens due to the age of the old sockets.
24. The above company accepts no responsibility with any issues with boilers following the removal of any radiators, gas or water appliances.
25. The above company excepts no responsibility for any tiles above the chopped damp proof course line.
26. We can't guarantee the skirting boards will finish in exactly the same place as the original ones.
27. Walls adjoining original chimney breasts, which are not cleared out and treated, are exempt from any guarantees as there is the potential of penetrating damp from damp rubble in the back of the chimney above the low-level damp course.
28. The above company cannot be held responsible for damp penetrating above our injection line from next doors damp plaster or leaking chimney stacks as this is bypassing our injection works carried out.
29. The above company can accept no responsibility for damp transfer which comes from areas we are unable to gain access to i.e. behind door casings, studwork and stairs attached to walls etc. very rarely damp rises from behind such areas and bypasses any damp course installed.
30. We can only treat areas which are exposed and accessible to us. When treating walls, we cannot completely treat due to obstructions from both sides due to structures, cupboards, kitchen units, stairs, door casings architraves, tiles, bathroom suites, bedroom units etc or any other barrier, we cannot guarantee against damp transfer from behind the obstruction or product.
31. Guarantees covering fireplaces are void if there is a build-up of rubble in the rear of the chimney bridging the damp proof course or when the old fireplace structures remain in the chimney recess.
32. When removing and replacing render we allow for the usual 18mm of render in our quotation. It is impossible to know the thickness before removing it due to the condition of the walls it is applied on. If the render is thicker than the 18mm allowed in our quotation, it would incur extra costs for removal and tipping costs. It would also need further works and materials to build out the render to achieve its correct thickness. This will be reported to the property owner and any extra costs would be issued in the form of an extra unforeseen works quotation.
33. The removal of wall plaster is based on the plaster being no thicker than the usual ½ inch thickness, should the plaster be thicker and more time and tipping costs are incurred this will be charged for as a cost to the company on a no profit to the business basis.
34. When wall plaster is removed should there be any paint, bitumen or any other substances covering the brickwork, this will need completely removing to allow the brickwork to breathe and dry out and for our breathable damp proofing materials to work correctly and in line with any guarantees issued. This work can be very time consuming.

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35. The price is based on the wall plaster being no thicker than ½ inch, should any extra building out be required we will charge for this on a basic materials and wage rate.
36. The above company excepts no responsibility for the wall plaster above or around the one metre chop off line. This plaster can be very old and the bond between the plaster and the brickwork may well have broken down prior to our treatments and the wall plaster is no longer fit for purpose.
37. The above company except no responsibility for any unavoidable movement of items due to vibration when works are being carried out.
38. When the wall plaster has been removed for the damp proof course, if it is less than 10mm thick there may be the need to build out the wall plaster above the one metre high line to allow for the new wall plaster to be applied. This will be reported and quoted for accordingly.
39. When wall plaster is over skimmed with multi finish wall plaster, we cannot guarantee the smooth finish like a newly plastered wall. The skimming plaster can only be applied to the original wall plaster 3mm thick or the finish plaster will crack. Over skimming is not a procedure to level out or straighten walls up.
40. When walls are over skimmed on original wall plaster and boards, we cannot guarantee the skimming as the surface it is covering may not be structurally sound and can lead to the skim plaster cracking.
41. When overboarding ceilings, stud walls, floors etc where it is impossible to see what is behind, above or below the structure the above company excepts no responsibility for piercing or damage to any pipes, cables, alarms or under floor heating etc.
42. The above company excepts no responsibility for blown plaster when heaters or radiators have been added to the property before the plaster has had time to dry out properly.
43. When the wall plaster is removed, it is the customer's responsibility to remove any wallpaper 12 inches above the plaster line so the plasterer can blend the plaster in and get the best possible joint finish. We can carry this work out at your request and will only charge a basic company rate. Should the wallpaper still be on the walls on the day of plastering it will be removed and charged for on a basic hourly rate basis.
44. When preparation work is carried out prior to a tanking system being applied, should the brick mortar be found to be too soft or decayed to be repaired, we will need to completely rake out the mortar back to the solid structure and repoint the mortar to give a solid face for the tanking system to bond to. A separate quotation will be issued to carry out this extra work. It is impossible to know the above until works are in progress.
45. The plaster we use sometimes dry's so well air line cracks appear in the skim finish. This is not a problem with the workmanship or the plaster. No guarantee can be given against this occurring.

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46. When pricing and carrying out cellar works it is impossible to give an accurate price for the complete contract as you never know what you will find behind and below surfaces which may well lead to extra works, should extra works be required to achieve what is required for our below ground systems to work, a further report and quotation for the extra unforeseen works would be issued.
47. We cannot guarantee any work regarding brick thrawls above or below ground due to the fact of these expanding and contracting depending on moisture levels.
48. When carrying out a cellar tanking system we strongly advise you completely remove the floor structure and replace it with a new special concrete floor base. Should you ignore this advice the floor or any treatments carried out on the floor will not be covered by the tanking guarantee.
49. The above company cannot except any responsibility for water ingress from solid stairs due to the fact we cannot establish what they are built on. It may well be soil, rubble or fly ash all which are susceptible to structural movement when swelling and shrinkage back in differing weather conditions leading to possible structural movement.
50. Any guarantees issued will be void if the issues being experienced are due to the house, property or building being surrounded by soil, clay, or rubble even when covered by p gravel, shingle, chippings, slate or any other covering of this nature as following heavy or prolonged rain, the rainwater penetrates the coverings and is soaked up by the soil, clay or rubble below. The water then finds its way under pressure into the property bypassing any damp course, tanking system or lining system due to the volume of water and the pressure it produces.
51. When a guarantee is issued for damp work or building work, it becomes void should the property not have been correctly maintained. Drains, gutters and downpipes should be checked regularly and general maintenance carried out.
52. We cannot guarantee work carried out on old quarry tile, cobble or old concrete floors with no working membrane laid on structures such as fly ash, soil or rubble due to the fact they are all susceptible to shrinkage. When the subfloor is wet in the winter then dries out in the summer shrinkage occurs in the sub floor and causes movement to the top surface causing potential breakdown or cracking of the sealant or tanking.
53. The above company excepts no responsibility for frost, water, or any other weather conditions effecting external or internal works such as concrete floors, screed floors, self-levelling compound floors, pointing up, plastering, bricklaying, landscaping or rendering as this issue is completely beyond our control.
54. The above company excepts no responsibility for floor coverings laid on surfaces and structures with no working damp proof membrane.

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55. The above company excepts no responsibility for any floor toppings or coverings laid on floors not laid by ourselves, due to the floors not being laid correctly using the correct mix or laid up to current building regulations standards.
56. When a tanking system has been applied with wall and floor joint fillets and concrete floors, in the rare event of any hydrostatic pressure or dynamic movement due to extreme water pressure, the guarantee would become nil and void as this is totally out of our professional control.
57. If our company installs a new 150mm concrete base as per building regulations and the water pressure from underneath be so high it damages our concrete base, we cannot be held responsible for the damage as the work is carried out to the correct specification. This would be a very very rare occurrence by water pressure following extreme weather or a build up of pressure from a period of prolonged rain which is completely unpredictable.
58. Even when the above company install a new concrete floor base to current building regulations depth, should the base lift and crack due to exceptional weather conditions causing the water table pressure to be so high, we cannot except any responsibility as this is beyond our professional control.
59. A tanking system with concrete floors and lining systems are a process. We carry out the contract using top of the range materials and to the specification supplied by the materials suppliers. As a company this is all we can do to achieve the results required to solve any issues. Every product we use has its structural breaking point as does everything. We cannot except any responsibility for unforeseen circumstances or water pressure above the breaking points of the products supplied. There are a lot of things beyond our control and on very, very rare occasions issues caused by flooding, heavy prolonged rain, wells, feeder wells, land drains, french drains and underground broken drains can damage and breach our works. On very rare occasions when this happens further work will be required. This would be extra works and quoted for separately to the original works quotation.
60. When working on structures we cannot see behind or underneath it is impossible to guarantee our works due to the possibility of underground rivers, streams, sink holes full of water which can seriously increase in pressure following heavy rain, underground wells, concealed wells and feeder wells causing severe issues beyond our control.
61. The above company can not guarantee any floor structure such as concrete, screed or any other requested, due to the unknown water pressure from the water table, floods or structural movement. All of which are out of our control.
62. When a tanking or lining system has been installed by the above company no fixings, holes or vents or any form of inlets or outlets are to be installed as this will break the seal of the waterproofing system. This will make any guarantees void as the water seal will be broken.
63. The above company can except no responsibility for fixings or service inlets which pierce or come through the tanking systems, even the ones we install at your request.

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64. Lining system guarantees only cover the product and labour it does not cover any fixtures and fittings this must be insured by yourselves.
65. Any guarantee on lining systems become completely void should you not have the lining systems pump, drains and aqua channels checked annually by an approved drainage and pump expert. An annual flush of the aqua channel will also be required. Annual certification will be required on all items listed on this document in the event of any claim.
66. Following the installation of a new tanking or lining system it is not the responsibility of the above company to solve any issues with condensation.
67. When tanking has been carried out in cellars the need for a dehumidifier may be required to irradiate condensation, due to high moisture content caused by the walls now being watertight this would be down to the homeowner. We do hire out dehumidifiers should they be needed.
68. When hiring out drying out equipment, it is the customers or main contractors responsibility to empty out the equipment on a daily basis.
69. Following the installation of a positive air unit an annual filter change and unit check will be required. This is charged a **£120.00 + VAT** including labour and materials.
70. When a cellar has benefited from a tanking system there may be a need to install a possative air con system to prevent the walls from condensating due to the lack of air flow. If this is the case, we will advise and issue a quotation to install any ventilation required.
71. Tanking guarantees do not cover water ingress from road pavement grates.
72. Tanking guarantees do not cover any issues with wall coverings such as paint or plaster due to damage caused by salting from the brickwork or substance seeping through from outside sources such as drains or chemicals present in the external structure make up.
73. The guarantee does not cover salt penetrating through walls where tanking has been applied by the above company even after an anti-salt solution has been applied as the salts can surface after treatments have been carried out.
74. Salt tests are carried out on all cellars prior to tanking systems being applied if no salts are detected. We will not carry out an anti-sulphate procedure as this is an expensive procedure. However, if in the future salts appear for whatever reason and breaks down the tanking system this will not be covered by your guarantee. If you would like this carried out as a precautionary measure, please let me know and I will price this within the tanking quotation. We will only inform you if salts are present at the time of the salt tests.

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75. Any tanking guarantees would become invalid should the breakdown be due to movement in the ground or wall structures. This would cause the tanking to crack and when the bond is broken, water penetration will occur.
76. Damp proofing and tanking guarantees are only valid if the guttering on the property is in a perfect working order and the guttering outlets are connected directly into the correct 4 inch main drains as per building regulations, to take the rainwater away from the building and into the main drains.
77. When building, road or drainage work has been carried out surrounding cellars which we have treated with either a tanking or lining system which alters the water table and increases the water pressure around the treated area from when the original work was carried out makes any guarantee nil and void.
78. Damp proofing and tanking guarantees do not cover damage caused by broken, blocked or collapsed drains. These problems will need to be rectified and the damage caused to the work carried out by the above company rectified by the homeowner.
79. Tanking guarantees work in conjunction with your home insurance as only the tanking products and to carry out the repairs to the tanking are covered by the guarantee, fixtures and fittings are not covered by the company guarantee.
80. As a company when a cellar has been tanked, we advise you to wait until we have had significant rainfall where the water table rises to test all wall and floor joints for any breaches before the walls and floors are covered and any reinstatement work is carried out.
81. As a company we strongly advise any work carried out in a cellar following a tanking or lining system is carried out by the above company. In our experience normal building companies with no experience of the above systems do not carry out the work in line with the conditions of the guarantee issued by the above company.
82. Should the water pressure be too strong for the original tanking system, extra coats may be needed, this will be quoted for separately. In severe water pressure cases a concrete box system may be required on the wall and floor joints, again we will advise and quote for this separately. The above situation is very rare.
83. The above company cannot guarantee tanking work when we do not do the reinstatement work.
84. When pricing to remove and replace solid floors the price is based on the floor being of the usual 4 "depth. Should it be any thicker and require extra work we will issue a further quotation for extra labour and materials.

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85. When laying concrete floors, it is impossible to get a finished floor level even when using special self-levelling concrete. A topcoat of levelling compound could be applied on top of the poured concrete to achieve a smooth final finish. We can quote separately to apply this on request.
86. Following the installation of any new floors, concrete, timber, tiled, laminate or asphalt etc should any doors need altering this is the responsibility of the property or business owner. Please check all ground levels will work prior to agreement for the floor to be laid.
87. When removing walls between two rooms, we cannot guarantee the floors will run through level. We will do our best to make them level but cannot guarantee any work laid on top of the floor structure.
88. When walls are removed, we cannot guarantee the walls either side of the wall removed will be level. Any works required to level the walls will be reported and quoted for accordingly.
89. The above company cannot be held responsible for any damage to unsheaved cables or unprotected pipes hidden by the plaster or laid under the floors. Should any be damaged during works, we will carry out the repairs and charge accordingly.
90. When drilling and breaking into walls or structures where it is impossible to see what is behind, the above company accepts no responsibility for any damage to any services within or behind the structure or wall.
91. When removing ground internally or externally be it solid structure or soil etc, we will accept no responsibility for unprotected drainage, pipes, gas, water or electrical services or I.T feeds or any other unprotected feeds to the property. It is impossible for us to see underground when carrying out these works.
92. The above company accepts no responsibility for damage to ceilings when carrying out treatments in the roof area due to movement in the ceiling joists. This cannot be avoided in older properties. However, the upmost care will be taken. The above company accepts no responsibility for any damage to décor, fixtures and fittings when bringing in materials through the works address, however the upmost care will be taken when carrying out this procedure.
93. The above company accepts no responsibility for carpets, floor coverings or kitchen units covered by antinox sheeting or polythene as this can never be 100% damage proof.
94. It is the customer's responsibility to remove and replace their own furniture before and after the works are started and completed. Should we have to move anything for access purposes we accept no responsibility for any damage caused and it would be the homeowner's responsibility to put the items back.
95. We will lift any carpets required but it will be the homeowner's responsibility to relay them. We will accept no responsibility for damage when lifting them.
96. The storage of anything removed from the premises to allow for works required will be down to the property owner or tenant, not the above company.

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97. The above company excepts no responsibility for any damage to items left in or stored in the property, whilst works are being carried out.
98. The company accepts no responsibility for any damage caused whilst removing kitchen units due to rot, instability or having to cut out any pipes to enable them to be removed.
99. The above company excepts no responsibility for any unavoidable damage caused to fixtures and fittings when being removed to carry out the works quoted for.
100. The above company will not and does not accept any responsibility for the alteration or removal of alarm sensors or systems. It is the responsibility of the property owner to instruct a professional alarm company to carry out any work required.
101. During works due to the high moisture content in the property during plastering works wooden doors may swell and expand. Should they need planing in after 6 weeks drying out period this be down to the property owner.
102. The moisture readings recorded for this report were present on the date of survey. All wall moisture readings differ from time to time depending on the weather.
103. The above company excepts no responsibility for structural movement following the installation of Heli bars set in resin, as further structural movement can occur of a more serious nature where the bars installed are not strong enough for the new movement.
104. When building and damp proofing work is completed, settlement and shrinkage can occur due to the materials expanding and contracting this is all part of the drying out process. The above company excepts no responsibility for any repairs required due to the above.
105. The above company excepts no responsibly for cracks or blown render due to frosts causing separation.
106. The above company accepts no responsibility for cracks in walls above or around the areas where walls have been removed or steels fitted.
107. When removing and bricking up doorways, we cannot guarantee the brickwork will run through level and so may only be able to toov one side of the brickwork into the original structure.
108. The above company excepts no responsibly for ground settlement after underground works have been completed.
109. The above company excepts no responsibility for movement in driveways, patios, slabs, block paving or any other where movement is caused by ground settlement or movement.

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110. When pricing decoration works, it is priced to redecorate areas of new wall or ceiling plaster or new render only. To match the existing colour if the customer wishes to change colours and or have extra areas decorating this will be priced for separately.
111. Full redecoration quotes are not affected by the above.
112. When coring, drilling or chopping through walls to install any services, fans, extractors, cables or plumbing pipes etc the above company accepts no responsibility for any external or internal damage to the wall plaster, wallpaper, décor or tiles etc.
113. When coring through walls our quotation covers coring through standard 9" brickwork, should the wall be found to be poured concrete or a steel reinforced structure extra charges will be incurred for the hire of specialist cutting equipment and extra time to carry out the very time consuming works.
114. Any work carried out by a sub-contractor on behalf of the main contractor above, will be the responsibility of the sub-contractor and covered by their own personnel or public liability insurance. Any claim to be made directly to the sub-contractor, who carried out the work involved.
115. As a contractor the above company accepts no responsibility for damage caused by a sub-contractor, any claims to be made directly to the sub-contractor through their own public liability or personal insurance.
116. When carrying out external works should any unavoidable damage be caused internally, we cannot be held responsible for this. A further quotation will be issued for any repairs.
117. Should any damage be done to the works being carried out by the above company while the contract is ongoing, it would be the homeowners responsibility to claim on their house/property business insurance to repair the damage.
118. Any issues with workmanship must be reported within 48 hours of the contract completion date, so they can be rectified before payment is due on the 7th day from the completion date. If the issues are not reported within 48 hours the work will be carried out after full payment has been made.
119. Any damage caused to work carried by the above company after completion is the responsibility of the owner. Damage is not covered by the above company.
120. Full payment must be made on completion of the works and within 7 working days of invoice date then the guarantee will be issued. Due to legal reasons the guarantee will not be released by the chemical company until full payment has been made.
121. All guarantees issued through the above company are guarantees supplied by the sub-contractors who carried out the work and any chemical companies who guarantee their products.

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122. The guarantees provided by our chemical manufacturers cover the replacement of remedial materials only, to carry out any works required following a successful claim.
123. When carrying out work on insurance claims it is the homeowners/business owners who are responsible for the payment of the bills under normal payment terms and conditions stated in your notes.
124. Any contract over £5,000.00 + VAT will be invoiced as a stage payment plan prior to the commence of works.
125. When carrying out a contract for a sub-contractor or a company that does not own the building, property, premises or land being worked on, we will require the actual owners, lease holders or companies details prior to works commencing. We will contact them for a contract agreement signature.
126. When work has been carried out on a premises through a contractor or builder the invoice will be issued to them, but if payment is not received it will unfortunately be the responsibility of the owner or lease holder of the property to pay the outstanding invoice.
127. If full payment has not been made under the terms of the agreement above, a reminder will be issued. If payment is still not received after our reminder, we will instruct our solicitor to recover the outstanding amount and all solicitors, court and bailiff costs will be charged to the client.
128. In the event of a claim on the guarantee a fee will be charged in advance to investigate the claim which will be reimbursed, should the claim be valid.
129. Any inspection works required to uphold a guarantee claim must be carried out by the above company. Any inspection works carried out by anyone else would result in the guarantee being nil and void due to the potential of damage to the works carried out by the above company when carrying out the inspection.
130. The materials used on contracts carried out by D MOORE AQUAPROOF LTD remain the property of the above company until such time the invoice has been paid in full.
131. D MOORE AQUAPROOF LTD are a fully insured company and a chemical manufacturers approved contractor.
- *Should you instruct the above company to proceed with the work quoted for, you would be agreeing to the report, quotation and contract of works, notes, terms and conditions.

Please take a look at our references and full range of services on our company website:

www.dmooredampproofing.co.uk

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