



1. Scope of Works

DNA Landscapes Coventry LTD will carry out the landscaping works as outlined in the approved quotation, design plans, and written specification.

Any work not specifically included in the agreed quotation will be treated as a variation and may incur additional costs.

2. Site Survey and Design

All projects are based on the information gathered during the consultation and site survey.

Design drawings are provided as a visual guide and may not represent exact construction measurements unless specified as scaled drawings.

3. Payment Terms

The standard payment structure is as follows:

- 30% deposit to secure the project start date
- Stage payments at agreed milestones throughout the project
- Final balance payable upon completion of the works

Payment stages will be outlined in the quotation or agreed prior to the commencement of the project.

Invoices are payable within 2 days of issue.

DNA Landscapes Coventry LTD reserves the right to pause work if payments are not made in accordance with the agreed payment schedule.

Late payments may incur interest and compensation charges in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

4. Variations to Work

If the client requests changes to the agreed design, layout, materials, or scope during the build, a variation cost will be provided before the work proceeds.

Variations may affect both the project cost and completion timeline.

5. Access to the Property

The client must provide suitable access to the property for staff, materials, and machinery.

This includes reasonable access for equipment, delivery vehicles, and areas for material storage.

Access to water and electricity supplies must also be made available for the duration of the project.

Any restrictions or changes to access must be communicated prior to the project start date.

6. Client Delays

If the project is delayed due to client decisions, access restrictions, changes to the agreed scope, or other client-related circumstances, DNA Landscapes Coventry LTD reserves the right to adjust the project schedule accordingly.

Additional costs may apply where delays affect labour, scheduling, or material deliveries.

7. Underground Services

While every effort is made during the survey stage to identify utilities, the exact location of underground services such as water pipes, drainage, electricity, or gas lines cannot always be guaranteed.

If previously unidentified services are discovered during excavation, work may need to pause while the situation is assessed and solutions are agreed.

Additional costs may apply if alterations are required.

8. Weather and Unforeseen Delays

Landscaping work is weather dependent.

DNA Landscapes Coventry LTD reserves the right to adjust the project schedule where necessary due to severe weather, ground conditions, material supply delays, or other circumstances beyond our control.

9. Working Hours and Site Conduct

Typical working hours are 8:00am to 5:00pm Monday to Friday, unless otherwise agreed.

Landscaping work may involve the use of machinery and tools such as diggers, compactors, saws, and other construction equipment which may generate noise during normal working hours.

Where possible, dust suppression methods such as water will be used during cutting and preparation works.

The team will make every effort to maintain a tidy and organised work area. Workspaces will be kept clean and safe, and the team will conduct themselves respectfully towards the property, neighbouring properties, and surrounding environment.

10 . Waste Removal

All waste generated by the landscaping works will be removed from site unless otherwise agreed.

11 . Completion and Snagging

The project will be considered complete when the agreed scope of work has been finished.

Any minor snagging items will be addressed within a reasonable timeframe following completion.

12 . Guarantees

DNA Landscapes Coventry LTD provides a 12-month workmanship guarantee on installed hard landscaping features.

This guarantee does not cover damage caused by misuse, third-party alterations, extreme weather events, natural ground movement, or lack of maintenance.

13. Materials Ownership

All materials supplied and installed remain the property of DNA Landscapes Coventry LTD until full payment for the project has been received.

14. Cancellation

If the client cancels the project after a start date has been booked, the deposit may be retained to cover planning, administration, and scheduling costs.

15. Acceptance of Terms

Acceptance of the quotation and payment of the deposit confirms agreement to these terms and conditions with DNA Landscapes Coventry LTD – Landscaping Contractors.