



JMGS Garden Maintenance Terms & Conditions

These are our standard terms and conditions and apply to any maintenance work undertaken (unless expressly modified or excluded in writing by J Morris Garden Services). Should you go ahead with an additional project then more specific T&Cs relating to the job may apply.

J Morris Garden Services is a busy, carefully managed garden maintenance service that runs throughout the year. We offer weekly, 2-weekly or 4-weekly maintenance visits, on a yearly basis. All work undertaken will be discussed and agreed prior to the start date and all work will be completed by J Morris Garden Services unless otherwise agreed. The price for work includes all labour, tools and fuel costs and removal of up to 2 bags of green waste. There may be charges for extra materials, if required, or removal of additional waste.

Our time slots equate to 7 man-hours per visit. This will usually be two men for a half day (08:30-12:15 or 12:30-16:30) with a short break in the morning and a longer lunchbreak in the afternoon. Sometimes you may have 1 man for a full day or a team of 3 for a third of a day (8:30-11:00 / 11:15-13:45 / 14:00-16:30).

Clients shall provide access to the site for our scheduled visit during our working hours (typically 8:00am-17:00pm) and agree to remove any dog or cat waste, hazardous or general litter from the areas in which we will be working prior to our visit.

Cancellation Period

Clients have the right to change or cancel their garden maintenance agreement with us at any time in writing or verbally. We ask that you give us at least **14 days'** notice of any changes so that we can alter our work schedule accordingly. Notice of cancellation must be made as soon as possible, initially by telephone (07901 947704) or email (info@jmorrisgardenservices.co.uk).

Cancellation of work received less than **3 working days** before the scheduled maintenance date will be subject to a charge of £50 if we are unable to find an alternative booking. Any unrecoverable costs incurred in respect of commitments made for materials before cancellation will be charged in full.

J Morris Garden Services reserves the right to refuse or withdraw our maintenance services at any time during the terms of your agreement.

Payment Terms

Payment terms are 14 days from the date of the visit (unless agreed otherwise). Acceptable payment methods are cheque, bank transfer or cash.

J Morris Garden Services understands and will exercise its statutory right to claim interest and compensation for debt recovery under the late payment legislation if we are not paid according to agreed credit terms.

Waste Removal

The term 'waste removal' refers only to waste produced by J Morris Garden Services. Where possible we encourage customers to have compost areas, use their green bins or take waste to the local recycling centre. We're happy to remove up to 2 bags of waste per visit, although we do try to use green and compost bins where possible. Any further waste will incur an additional charge.

J Morris Garden Services are registered waste carriers (Ref: CBDU240999). If customers wish to use this service, please be aware that it will incur an additional charge.

JMGS Staff

J Morris Garden Services understands that clients grow accustomed to a particular team visiting and tending to their gardens. While we will endeavour to send the same team as often as we can this is not always possible and cannot be guaranteed. Please be assured however that all our staff are trained, skilled professionals.

Your visiting gardener will be adhering to deadlines and timings. If you would like a task carrying out on a visit please ensure we know this in advance, via telephone or email. Our weekly schedules are sent to staff members the preceding week, so as much notice as possible is appreciated. We will, of course, always endeavour to do our best to complete any jobs that have been specifically requested.

Customer Care Policy

J Morris Garden Services are proud of the value, quality and dependability of the services we provide. If you are not fully satisfied with any part of our service, then please inform us in writing. We treat our clients' concerns and comments as constructive and positive feedback and can only improve on our services if we are informed of any areas that need to be worked on.

Delays or Disruption

Severe weather conditions may cause a delay to visits. This will not affect the agreed price and if this happens we will make every effort to rearrange our visit at a convenient time.

Accidental Damage

J Morris Garden Services is not able to accept responsibility for any damage to (or cost involved with) any underground hazards, obstructions or services not made known to us in writing or apparent on visual inspection. J Morris Garden Services shall be free from any liabilities, structural or accidental, when using machinery, except for accidents caused by improper use. In the case of accidental damage to a client's property which we accept is our fault and could have been avoided, we will, of course, make every effort to replace/fix the item in question.

Soft Landscaping

J Morris Garden Services will ensure that all plants and turf are of suitable quality and are given the correct treatment to ensure establishment. If required, J Morris Garden Services will also provide instructions to assist with the maintenance of any living material supplied. On completion of the visit all responsibility for the ongoing maintenance of all living material is transferred to the client. J Morris Garden Services will not be liable for any damage or deterioration to living material unless arising from a breach of contract on the part of J Morris Garden Services, or failure to discharge our statutory obligations.

Any plants or materials purchased or delivered to site may not be able to be exchanged or returned.

Photography/Videos

J Morris Garden Services occasionally photographs landscaping and garden maintenance work before and after. These photographs may be used on our website. Photographs are used to advertise our business and our work. J Morris Garden Services reserves the right to publish photographs / videos of our work on our business website www.jmorrisgardenservices.co.uk. If you would prefer we did not use photographs of your garden please inform us in writing as soon as possible.

Public Liability Insurance

J Morris Garden Services has full public liability insurance. If you would like to view our public liability insurance, please ask.