These are the terms and conditions under which **Estimators Online Limited** supplies all prepaid services. No other terms and conditions shall apply or form part of any contract with **Estimators Online Limited** unless agreed in writing.

1. Definitions and Interpretation

Customer means the company, individual or other person to whom the Company supplies or has agreed to supply Services.

Company means Estimators Online Limited, Registered Office 49 Peter Street, Manchester M2 3NG. Registered in England No. 04915640.

Services means every or any item of whatsoever nature which the Customer buys or has agreed to buy from the Company under a Contract to which these Conditions apply.

Contract means the contract for the sale and supply of Services subject to these Conditions.

Drawings means all relevant project information including existing and proposed floor plans, elevations, sections, and specifications.

Default-Specifications means the Company's standard technical and material specification assumptions used where project-specific information is incomplete or absent. Copies are available upon request.

Working Day means Monday to Friday excluding public or Bank Holidays in England.

Order means receipt by the Company of all relevant Drawings together with full payment for the requested Service.

2. Services

2.1 Estimating Service

The Company provides a building estimating service for domestic projects based on the Drawings and information uploaded by the Customer. The estimate will include a detailed labour and materials breakdown together with a quantified schedule and materials summary.

When the estimate is complete, the Customer will receive an email or text notification confirming it is available within the Customer's account to review, amend, customise and download.

2.2 Standard Service Minimum Information Requirements

The Company's standard pricing is based on the Customer providing the minimum required information at the time of upload.

2.2.1 Works to Existing Buildings Minimum Information Required

Existing Floor Plans
Existing Elevation Drawings
Proposed Floor Plans
Proposed Elevation Drawings

Existing drawings are essential to accurately identify the scope of alterations and quantify the proposed works. Without them, the Company will not proceed with an estimate. Where separate existing drawings have not been prepared, the Company will accept Architect's Survey Drawings as an alternative. Where planning permission is required, the existence of existing drawings is expected.

2.2.2 New Build Projects Minimum Information Required

Proposed Floor Plans
Proposed Elevation Drawings
Building Sections where applicable
Site Layout Plan where applicable

2.2.3 Additional Information and Default Specifications

Depending on the project, the Company may require foundation details, structural information or specification notes where these materially affect quantities or pricing.

If sufficient information is not provided to reasonably quantify the proposed works, the Company may request

additional documentation, classify the project as Price on Application (POA), decline the enquiry, or proceed using the Company's Default Specifications.

2.3 During the Estimating Process

The Company may contact the Customer where clarification is required. Delays in receiving necessary information may delay completion of the estimate.

If drawings or specifications conflict, the Drawings shall be treated as the primary source unless agreed otherwise in writing.

2.4 Lump Sums, Provisional Sums and Prime Cost Sums

Where Lump Sums, Provisional Sums or Prime Cost Sums are included within the project information, these may be incorporated into the estimate. The Customer may also add or amend such allowances using the online editor.

The Customer is responsible for ensuring all allowances are commercially appropriate before submitting a tender or quotation. The Company does not accept responsibility for the adequacy or performance of these sums.

2.5 Reviewing and Online Editing

The Company provides a reviewing service and will amend items free of charge provided the building footprint remains unchanged and no additional works are introduced.

The Customer may adjust labour rates, material prices, margins, preliminaries, and other variables using the online editor. All amendments made online are the responsibility of the Customer.

2.6 Material Price Updates

The Company offers free material price updates on completed estimates for a period of 18 months from the completion date. This applies strictly to updating material pricing within the original estimate.

After 18 months, any request for price updates shall be treated as a new enquiry and may be subject to the Company's prevailing charges.

3. Pricing and Payment

The Price shall be that shown on the Company's website during the upload process and is conditional upon the accuracy of the job category selected by the Customer at the time of upload.

The Company's appraiser may amend the Price where the selected category does not reasonably reflect the scale, complexity or documentation submitted.

Where the Price is amended and not accepted, the Company shall cancel the Order and provide a full refund upon request, or credit the amount to the Customer's account for future use.

4. Limitation of Liability

To the fullest extent permitted by law, the Company excludes liability for indirect or consequential loss, loss of profit, loss of business, loss of revenue, loss of data or economic loss.

The Company's total liability shall not exceed the amount paid by the Customer for the Service.

The Customer acknowledges that the Price reflects the allocation of risk under these Conditions.

Nothing in these Conditions excludes liability for death or personal injury caused by negligence or for fraud.

5. Law and Jurisdiction

These Conditions are governed by English law. Any dispute shall first be referred to arbitration under the Arbitration Act 1996, with Manchester as the seat of arbitration. If arbitration fails, proceedings may be brought in the High Court in Manchester.

VAT Registration Number: 302-6178-32

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