



Terms & Conditions

1. Our prices apply to services carried out Monday to Friday, between 8am and 6pm. An additional charge of £20 will be made for services after 6pm, and an additional charge of 25% will be made for services carried out at any time on Saturday/Sunday or 50% on Bank Holiday unless otherwise agreed in writing. Please note that very heavily furnished properties may incur an additional charge. All services will be invoiced to the instructing principal within 30 days, with payment terms of 7 days from date of invoice, unless otherwise agreed in writing. Late payments may interest rates pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.
2. Crystal Inventories, and its Inventory Clerks, do not move furniture or equipment and do not check or access lofts, cellars, locked rooms, items that are visibly packed for storage, boxes, or any other inaccessible places or places that may jeopardise the health and safety of the clerk. It is also not normal practice to individually itemise or inventory books, audio or video media, plants or shrubs, consumable items, cleaning items or miscellaneous items found in sheds, garages or outbuildings, unless specifically requested otherwise. Meter/supply readings are taken as part of the standard Inventory, Check-In and Check-Out process. If a meter/supply cannot be located, or is deemed to be in a location, which is inaccessible, the relevant readings will not be taken.
3. Crystal Inventories, and its Inventory Clerks, are not experts in fabrics, woods, materials, antiques etc., nor are our Inventory Clerks qualified Surveyors. The Inventory should therefore not be used as an accurate description, or statement of authenticity, of each and every piece of furniture and equipment, nor should it be used as a structural survey report.
4. Crystal Inventories, and its Inventory Clerks, do not check electrical or gas appliances, or windows, as to their working order. We will however, where possible, check that light bulbs are working at the time of a property visit. We will also note the presence of smoke and carbon monoxide alarms. Please note that Crystal Inventories makes no guarantee as to the reliability, safety or working order of these items, or any other item within, or part of, a property. Our reports are merely a record that such items exist in the property at a specified date together with their superficial condition. It is the Landlord and or Tenant's responsibility to inspect any alarms fitted in the property to ensure that they are in full working order at all times.
5. The Fire & Safety Regulations regarding furnishing, gas, electrical and similar services are ultimately the responsibility of the Instructing Principal and or the landlord. Where there is a note on an Inventory Report "FFR label seen" this should not be interpreted to mean that the item complies with the "Furniture & Furnishings (Fire) (Safety) (Amendments) 1993". It is merely a record that the item had a label as described or similar to that detailed in the "Guide" published by the Department of Trade & Industry January 1997 (or subsequent date) at the time of the Inventory compilation.
6. It is the responsibility of the instructing principal to ensure that the inventory report is signed by both tenant and landlord. The signed and dated Inventory Report, for a Tenancy, should be kept by the Instructing Principal, to be made available to Crystal Inventories at time of Check Out. If any changes (structural, décor, furnishing or equipment) are made to a property during a tenancy period, these should be recorded in writing and signed by both the Instructing Principal and the relevant Tenant. These written changes should be kept with the relevant Inventory Report.
7. It is our usual practice to wait no longer than 20 minutes at a property, beyond the booked appointment time. If upon arrival for an appointment, a property is not in an acceptable condition to fairly judge the condition of the property and its contents, the booked service will not be carried out. In these cases the appointment will be abandoned and a charge of £50 will be made to the Instructing Principal.
8. The safety of the partners and employees of Crystal Inventories is of the utmost importance at all times. If any partner or employee of Crystal Inventories feels threatened or un-safe at any time when carrying out their duties, for whatever reason, they reserve the right to leave the property immediately. In this case the appointment will be abandoned and a charge of £50 will be made to the Instructing Principal.
9. Please note that 24 hours verbal notice must be received, and acknowledged, by Crystal Inventories to cancel or change any booking. If sufficient notice is not received, and acknowledged, a cancellation charge of £50 may be made to the Instructing Principal.
10. Unless agreed otherwise at time of booking, Crystal Inventories will dispatch, by email and/or post. Our prices include up to 2 hard copies of all Reports. Additional hard copies are charged at £10.00. Digital report copies sent by email are free of charge and can be requested via email or phone. Additional CD's cost £10.
11. Please note that it is the responsibility of the Tenant and the Landlord, or the respective Agents, to agree between themselves the accuracy of our reports. Any discrepancies, agreed by all relevant parties, should be notified to Crystal Inventories within 7 days of receipt of the relevant report, or before a new Tenant has occupied the property, whichever is sooner.
12. London congestion charge will be charged at cost, currently £8.00, parking fees will be charged at cost and added as clearly defined expenses on your invoice.
13. We require client authorisation in writing or by email before we email reports to tenants or authorised 3rd parties.