



## YOUR SALES ORDER

Sales Order No: 180100108GRS1

Sales Order Date:06/02/2018

Install date W/C: 21/05/2018

Base date W/C: 14/05/2018

Your Advisor: Celia Hodgson  
Our Contact Information  
Phone: 01296 325777  
Email: sales@greenretreats.co.uk

Name: Kelly Glaser Scott  
Your Contact Information  
Phone: 07879389301  
email: Kellyvglaser@gmail.com

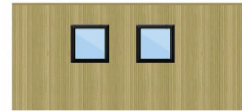
Your Installation & Postal Address  
Flat 2  
112 Green Croft Gardens  
London  
NW6 3PH



REAR ELEVATION (4.5M)



LEFT ELEVATION (5M)



RIGHT ELEVATION (5M)



FRONT ELEVATION (4.5M)





## YOUR SPECIFICATION

YOUR BUILDING : Inspiration - 4.5m x 5m		BASE PRICE : £19,245		
Ext. dimensions (inc. roof) - 4700mm (W) x 5300mm (D) x 2500mm (H)				
Ext. dimensions (footprint) - 4700mm (W) x 5300mm (D)				
Int. dimensions - 4500mm (W) x 5000mm (D) x 2240mm (H front), 1930mm (H rear)				
<input checked="" type="checkbox"/> STANDARD OPTIONS				
Pilkington high efficiency A* rated double glazing				
High security locking to BS7412				
Pile foundations				
High performance, custom-built wall sections featuring RockWool and PhotonWrap				
<input checked="" type="checkbox"/> DOORS & WINDOWS		QUANTITY	AMOUNT (£)	
Frame colour: black, handles and hinges: black				
Sliding doors (2.3m) [Left side opens]			1	0
Lozenge window (medium) - (Opening: top-hung) [Standing height]			1	0
Square window - (Opening: top-hung) [2x Opening]			2	800
<input checked="" type="checkbox"/> EXTERNAL OPTIONS				
Front cladding: composite slatted				190
Left cladding: redwood				0
Rear cladding: redwood				0
Right cladding: redwood				0
Deck: black composite (standard size)				199
Guttering: centre				0
Height: standard				0
Fascia: black				450
<input checked="" type="checkbox"/> INTERNAL OPTIONS				
Flooring (Light oak laminate)				0
Internal wall finish (Standard finish)				0
Skirting (White)				0
<input checked="" type="checkbox"/> ELECTRICAL OPTIONS				
Track lights			1	100
Internal up/down lights			4	100
Heating (1.5kW convector)				120
Mains socket style (Recessed white)			4	155
USB mains socket upgrades			1	0
External light style (Up/down) inc. PIR			1	0
Outside socket (double)			1	120
<input checked="" type="checkbox"/> ELECTRICAL CONNECTION				
External connection of power not required				
Above electrics do not include connection of external power to the building				
<input checked="" type="checkbox"/> DEDUCTIONS				
Showroom discount			1	-200
<input checked="" type="checkbox"/> DELIVERY AND INSTALLATION TO "NW6 3PH"				
			1	0
<input checked="" type="checkbox"/> YOUR TOTAL				£21,279 INC VAT



1. Please check and confirm that all the above details are correct at 5 weeks before installation: no further changes will be accepted as we go into production.
2. Site clearance: the customer is responsible for clearing the ground of all shrubs, trees or tree stumps, and levelling ready for ground work.
3. Customer to send photos once clearance has been completed.
4. Customer to ensure water and electricity is accessible for base, install and electrical teams.
5. Customer to ensure ground is levelled to within 200 mm.
6. Please ensure that parking permits are available.
7. Customer to obtain parking suspension for two vans during installation.
8. Customer to remove fence panel to give us access from neighbours garden.
9. Customer to remove; shed, flower pots, sleepers and reinstall 300mm further back, dig out soil and remove stump down to lower ground level.
10. Please ensure that fence panels are removed prior to the arrival of the base team.
11. Please ensure that our teams have been given written permission to access your property via your neighbour's property.
12. Planning permission required.



Your Garden Room will soon be a reality, so you need to ensure you understand your obligations regarding site clearance and if necessary prepare your ground ready for our foundation team.

We will create your foundation using piles, however if the ground is unsuitable for drilling due to soil type, trees, roots, drains etc., we will use concrete pads and spreader plates.

The base of your Garden Room will start 25mm above the highest point of the ground on which your garden room sits on, therefore all shrubs, plants, trees, roots, sheds walls, pots, raised beds, cats and dogs and anything else that's higher than ground level should be removed. Grassed areas can be left, as these will die back once the base is laid due to lack of light and moisture.

Levelling the ground will greatly enhance the final look of your Garden Room and garden. But don't panic if you are unable to level your ground completely as we can cope with undulations and slopes up to 100mm without additional charges.

If your garden is on a slope or stepped between 100mm and 400mm across the width or length of your Garden Room we can construct (if agreed during your site survey) block work to sit on top of the piles and infill sections/barge board dressing under the base building line. This will result in additional charges and has to be agreed before the base install. If in doubt please contact Customer Care to ensure the correct materials are added to your order and to avoid any delay or confusion.

Although slopes and steps will probably result in your Garden Room exceeding 2.5m from ground to rooftop at the lowest point of your ground, measurements calculated for Permitted Development are taken from the highest point of the ground to the rooftop and should not affect your Permitted Development rights. However this rule only applies if your ground is naturally sloping i.e. not terraced or constructed on a raised platform. If you are in any doubt please contact your Customer Care Representative and they will be happy to discuss this with you.

If your ground includes all or part concrete we may be able to use your existing concrete as long as it is in good condition (no subsidence or major cracks) adding piles where required to the same level, however to avoid exceeding the permitted development height rule you must ensure the concrete is not raised above the natural level of the ground creating a raised platform.

Our base team will ask you to confirm and sign off the position of your Garden Room before they commence the foundation work. Once agreed the position of the base cannot be moved so take your time in considering the best location.

Remember that for a standard height (2.5m high) Garden Room a minimum of 500mm is required from any border or major obstruction (e.g. large tree) to the edge of the base.

Increased height Garden Rooms (2.7m high) must be sited a minimum of 2m from your boundaries to the edge of the Garden Room.

Remember we are here to help and guide you through the process so don't hesitate to call Customer Care if you are unsure regarding any aspect of the ground preparation.



## DEFINITIONS

The "Company" is Green Retreats Ltd.

The "Customer" is the person, firm or company who purchases the product or services from the Company.

### 1. APPLICATION OF THESE TERMS AND CONDITIONS

1.1. It is considered that any customer entering in to an agreement with Green Retreats Ltd. is in acceptance of these terms and conditions. The customer is responsible for obtaining a copy of these terms and conditions for their reference.

1.2. Green Retreats Ltd. reserves the right to amend these terms and conditions at any time.

1.3. No variations of these terms and conditions shall be of any effect unless agreed by the company in writing.

1.4. If any part of this Agreement is declared unenforceable or invalid, the remainder will continue to be valid and enforceable.

1.5. The contract shall in all respects be construed and operated as an English contract governed by English law and any dispute arising out of, or in connection herewith, shall be referred to the English courts.

### 2. OUR PRODUCTS

2.1. The company website, brochure and any elevation drawings serve as a guide only and do not form part of any contract.

2.2. The company make every effort to be as accurate as possible however precise measurements indicated on our website, in our brochures and on any order documentation are subject to reasonable levels of tolerance.

2.3. The company reserves the right to alter specifications without prior notice. Changes to product specification are rare and reasons for doing so may include, but are not limited to, improving general quality or efficiency of the product, because the material is no longer available to the company or for drastic changes in material costs. The company will always endeavour to inform the customer when any significant specifications are to be amended.

### 3. PRICING

3.1. All prices stated on the company's website and literature include VAT at the current rate.

3.2. Showroom Discount will only be applied to orders where the Customer has visited the showroom prior to the installation of their building taking place.

3.3. Green Retreats adhere to a transparent pricing policy; no discounts other than those advertised on our website and/or in our Showroom at the time of order will be applied.

3.4. Once the customer places an order and the deposit is received, a sales confirmation will be issued and the price stated will remain fixed, unless the order is put on hold for longer than 90 days.

### 4. PAYMENTS

4.1. A £200 holding deposit is required upon placing the order and is fully refundable up to 35 days prior to the install date, at this point the balance of the deposit (50% of the sales price) is required.

4.2. Final payment of the outstanding balance is due strictly on or before the final day of installation.

4.3. If additional minor works (i.e. plastering, painting, electrics, trimming) or any remedial action is required after the main installation, a proportionate retention (reflecting the cost of outstanding work) is agreed between Green Retreats Ltd and the customer until the outstanding works are completed.

4.4. Any outstanding balance may be paid by bank transfer (copy of transaction required) or by debit or credit card, unless other arrangements are made. If paying by cheque, it must be handed to the install team on the day of completion (cheques must be made payable to Green Retreats Limited). All goods remain the property of the company until the final balance is paid for in full.

### 5. CANCELLATIONS

5.5. As all Products designed and manufactured by Green Retreats are made-to-order, to customer specifications, they are exempt from cancellation rights.

5.6. The customer may cancel an order and receive a full refund up to 35 calendar days before the scheduled installation date. For avoidance of doubt, the scheduled installation date is the week commencing date indicated on the most recent Sales Order Confirmation sent to the customer.

5.7. If the customer wishes to cancel an order within 35 calendar days of the scheduled installation date the following charges will be incurred;

5.7.i. Within 35-14 days of the scheduled installation date: 10% of the total sales price;

5.7.ii. Within 14-10 days: 30% of the total sales price;

5.7.iii. Within 10 days: 50% of the total sales price.

5.8. If the customer cancels an order once the base has been laid they will forfeit the total sales price in full unless an alternative agreement has been confirmed between the customer and Green Retreats.

### 6. ORDERS ON HOLD

6.1. If a customer is not ready to proceed with an installation date they may place their order 'on hold' in which case the holding deposit will remain on account with Green Retreats. Prices will remain fixed for a period of 90 days from the date the order is put on hold, after which any recent price updates will be applied to the order.

6.2. Orders may remain on hold for a period of 12 months before they are automatically cancelled. The customer will be contacted at this time so that they may provide details for the refund of the holding deposit. No refund will be issued if the customer has been supplied with AutoCAD documents (see clause 7.3).

### 7. PLANNING PERMISSION

7.1. Planning consent is not normally required however, it is the customer's responsibility to ensure that planning consent is not required for the installation of the outbuilding. We recommend you seek clarification from your local planning authority. Green Retreats will not be held liable for any breach of Permitted Development/Planning regulations applicable to your property.

7.2. If the site is in a Conservation Area we recommend that the customer contacts their local authority to confirm whether or not any Article 4 Directions (restrictions on your Permitted Development rights) have been applied to the property.

7.3. If the customer has been provided with AutoCAD documents and they choose to cancel their order the holding deposit is non-refundable. The holding deposit is refundable if Planning Permission is declined on condition that proof of the refusal is provided.

7.4. The customer is responsible for ensuring that their building and its location complies with their Planning Approval conditions. Green Retreats will not be liable for any changes a customer may make to the design, specification or location of a building once a Planning Application has been submitted or approved.

### 8. SCHEDULED DATES

8.1. The company will always try to honour the estimated delivery/installation date, 98% of our buildings are delivered and installed within the estimated time. However, we cannot guarantee the installation date and cannot be held responsible for postponement or delay outside of our control, this may include but is not limited to extreme weather conditions, access difficulties, parking, traffic.



8.2. The company cannot be held liable for any loss, damages, charges or expenses incurred by the customer as the direct or indirect result of any delay in the delivery or installation of an order.

8.3. Any time frames given to the customer to suggest the duration of an installation are an estimate only and do not form part of any contract. The company will not guarantee to complete an installation of a building by any specified date or time.

8.4. If the customer postpones/delays the installation of the base or building for any reason within 14 calendar days of the installation the following penalties will be immediately incurred;

8.4.i. Within 14-5 days of the scheduled base installation date: 15% of the total sales price;

8.4.ii. Within 5 days of the scheduled base installation date or any time after the base has been laid: 30% of the total sales price.

#### 9. WORK ON SITE

9.1. The customer is responsible for preparing the site as per the written notes on their Sales Order and any discussion that takes place with the Site Surveyor at the time of sale.

9.2. The customer is responsible for providing all necessary parking permits, access and permissions in advance of the base and building installation dates. Access to electricity and water is required on site.

9.3. In accordance with the Site Preparation Notes all sites/bases must be level with correct drainage in place, a clearance of no less than 400mm is required in addition to the external dimensions of the building to allow construction.

9.4. Failure to complete the necessary preparations may result in a delay or, in certain circumstances, cancellation of the installation schedule. A minimum charge of £500 will be incurred if the customer has not carried out the necessary preparations as per clauses 9.1, 9.2 and 9.3.

9.5. The company will not deliver or install products through domestic buildings, over fences or other obstacles without prior consultation and written agreement.

9.6. Whilst every care is taken to avoid any damage to plants, grass, trees and garden landscaping, Green Retreats cannot be held responsible for damage caused by the installation teams.

9.7. We strongly recommend that garden landscaping is completed after the building has been installed to avoid any incidental damage.

9.8. The company reserves the right to withdraw its employees or designated contractors from site where they deem the working conditions to be unsafe in accordance with current Health and Safety Regulations. In such cases the company will discuss any necessary changes to the working environment/conditions with the customer which must be carried out before works can continue.

9.9. All installation personnel have been trained and briefed on safe working practices including use of PPE (Personal Protective Equipment) in accordance with current Health and Safety regulations. If a full Risk Assessment and/or Method Statement are required by a customer 5 weeks' notice must be given and charges may apply based on the level of compliance required.

9.10. Green Retreats Ltd are covered by liability insurance up to £10million. Full details are available on request.

#### 10. BASES

10.1. The customer must be present on the base date and is responsible for confirming the location of the base prior to construction. Once this position has been confirmed and base constructed the position cannot be changed. The customer should consider any areas surrounding the building that may be obstructed or restrict access to openings on or around the garden room.

10.2. If an existing base has been used e.g. concrete slab, Green Retreats cannot be held liable for subsidence or settlement issues.

10.3. Spoils created by the base team will not be removed from site unless agreed in writing prior to the works commencing.

#### 11. ELECTRICAL WORKS

11.1. A Part P certificate will only be supplied where Green Retreats completes a full external connection of power and will only be supplied to the customer once the final balance has been paid in full. The certificate can take up to 21 days to process. Where a full connection has not been made, readings are available on request. It is the responsibility of the certified electrician completing the full connection to certify the electrical works.

11.2. Every effort is made to provide an accurate quotation for electrical works, however the inspection of the customer's own armored cable and consumer unit is only visual and is based on the assumption that the customer's electrics comply with current building regulations. It is the customer's responsibility to ensure that the cable is fit for purpose. Quotes given at the point of sale are estimates only and do not act as confirmation of the cable being suitable. Green Retreats cannot be held liable should the cable prove to be unsuitable or inadequate.

11.3. Green Retreats reserves the right to refuse to complete electrical work or to apply additional charges where a connection is not possible with the current power source/consumer unit. The customer will be informed and quoted prior to any necessary additional works being carried out.

11.4. Where Green Retreats are to complete a connection of an existing cable or of a cable to be supplied by the customer, it is the customer's responsibility to run the cable from the main fuse board in the house to the garden room site. The customer must ensure that there is an excess of at least 3 metres to the end of the cable reaching the site. Unless otherwise stated on the customer's Sales Order, Green Retreats will not complete any of the works to run the cable, this includes clipping the cable to any boundary/wall/fence. Should the customer request that such work is completed additional charges will apply.

11.5. The company reserves the right to make any changes to electrical product specification or services they deem necessary to ensure safety compliance. The customer will be made aware of any such requirements and cost implications before the relevant works are carried out.

#### 12. YOUR GUARANTEE

12.1. Green Retreats buildings are covered by a comprehensive transferable guarantee, which is activated once the final balance is paid in full. The terms of your guarantee are as follows:

10 years:

Design and manufacturing faults to the structure of the building (including rot and corrosion)

3 years:

Internal misting in double glazing

Door and window hinges and locks

External decking (rot, corrosion and structural faults)

1 year:

External fascias

Internal linings and trim, floor covering, internal accessories, blinds

Electrical installations and appliances, including underfloor heating and air conditioning units

Electrical and network connections

12.2. Buildings constructed by Green Retreats under 'Permitted Development' should not be used for habitable accommodation. If used for habitable accommodation the guarantee is invalid. Guarantee excludes normal 'wear and tear' and decorated surfaces.

12.3. No guarantee will be made by Green Retreats against the effects of weather exposure on the colour of the external cladding. Cedar will naturally fade and silver over time, it is recommended that that any cedar on the Green Retreat is treated by the customer within 1 month of installation and every 6 months thereafter to preserve its original colour.

12.4. Door adjustments are not covered under guarantee and may be necessary from time to time. Adjustments can be easily carried out by the customer - please call the Customer Care office for advice.

12.5. Where underfloor heating has been installed the customer must ensure that all furniture is raised on legs, the use of flat-base furniture will invalidate your guarantee.

12.6. Guarantee claims should be made to the main office on discovery of the fault. Failure to report a fault immediately may invalidate your guarantee. Once agreed, a maintenance team will be dispatched to remedy the issues free of any charge. Green Retreats Ltd will not reimburse payments made to third party repair contractors without prior written consent.

12.7. If the customer is deemed to be responsible for any faults to the building, all costs associated with remedial works will be charged to the customer.

#### 13. PLASTERED BUILDINGS

13.1. Green Retreats Ltd follow NHBC guidelines relating to plaster finishes: "some cracking (up to 2mm wide) is likely due to shrinkage and differential movement of materials". Settlement cracks should be filled and sanded by the customer and are not covered under guarantee.

13.2. It is the responsibility of the customer to ensure that the building is well ventilated during the plaster drying process. The company will not be liable for any cracking or moisture retention caused by lack of ventilation during the drying process.

13.3. Green Retreats buildings finished with the Acoustic Pack are designed to reduce sound by up to 45 decibels (results may vary and are dependent on the amount of glass you opt to have on your garden room). Green Retreats makes no claim of any building being completely soundproof.

#### 14. VENTILATION

14.1. We strongly advise that all buildings are fitted with at least one opening window for ventilation purposes. UPVC doors are fitted with trickle vents and opening windows feature a vent lock system. Aluminium Bifolding doors are not fitted with trickle vents.

14.2. If the building is being used as a gym or exercise room it is important to maintain good ventilation. We recommend heating and ventilating your building before use and during use to avoid condensation on equipment.

#### 15. GROUND, GUTTER AND ROOF MAINTENANCE

15.1. Green Retreat products require zero maintenance however, it is the customer's responsibility to ensure areas around the building are kept clear. An air gap under the sides and rear of the building must be maintained and clear of obstacles to ensure vegetation and weeds do not make contact with the building and lead to possible intrusion within the building.

15.2. Gutters and roofs should be inspected and cleared of all debris a minimum of twice a year.

15.3. As with any external building, failure to clear gutters and keep air gaps maintained may result in damage to the fabric of the building which will invalidate your guarantee.

15.4. If remedial work is carried out and the defect is found to be a result of the customer failing to maintain a clear area around the building the work will be chargeable to the customer (as per clause 12.7).