



TERMS & CONDITIONS

Definitions

In this agreement:

- a) 'we' and 'ours' and 'us' refers to Simplify Stuff Ltd;
- b) 'you' and 'your' and 'yours' refers to the client who has signed this agreement; and
- c) 'our services' means the provision of our services for which you have engaged us.

Confidentiality and privacy

We provide a professional and confidential service. We are registered with the Information Commissioner's Office as a data controller (reg no: ZA238006) and adhere with data protection laws. Except to the extent disclosure may be required by law, we will keep confidential all information about you and we will not disclose any information about you to any third party. Please see our separate Privacy Policy for further information.

- **Would you like to be added to our email list? (By ticking "yes", you are agreeing to receive a quarterly email with helpful information about decluttering and organising and updates about Simplify Stuff. You may opt out at any time by clicking "unsubscribe" at the bottom of the email)**

Yes No

- **Do you give consent for us to take the following photos of work done in our sessions together? (By ticking "yes" you are agreeing that we can share these anonymously on our social media accounts, on our website and for training purposes. You can withdraw your consent at any time by emailing info@simplifystuff.co.uk)**

"Before" photos: Yes No

"After" photos: Yes No

Disclaimer

We provide advice and encouragement in the decluttering and organising processes. It is ultimately your decision to let go of items and we accept no responsibility for the actions you take on the basis of our advice, whether given at the time of the initial consultation, during the organising or decluttering process, or at any subsequent or future date.

You will be responsible for obtaining from other parties (e.g. landlord, government or competent authority) any consents that may be necessary for our services to be provided.

We do not have the relevant expertise to identify items of special value and/or rarity. In such cases, you are advised to seek your own valuations of any items. We can make enquiries on your behalf (charged at our hourly rates) but we can accept no responsibility for your relationship with such service providers and it is important you are satisfied that their service and prices are suitable for your requirements.

We handle items with care. You acknowledge that we will not be held liable for accidental damage or loss howsoever caused.

We will not be liable to you if we do not perform our services for reasons beyond our control or otherwise.

We hold liability insurance with an indemnity of £1,000,000.

Limits of work

We do not provide a cleaning or removal service. Any large or heavy items that need removing may require a third party to help. We can point you to removal companies, cleaning services and handymen who can assist. However, you must make the ultimate decision who to use and we cannot take responsibility for any actions of any such third party.

You must inform us if there are any hazards in your home that we need to be aware of e.g. rodents, mould, etc. If access is restricted or unsafe, we reserve the right to charge for lost time and expenses incurred.

Removal of items

Items to be removed from your premises must be done at your own discretion and by yourself. We can help you load your car and come with you in your car to help unload at a legally permitted location e.g. a recycling centre or refuse tip. However, we cannot use our own vehicle to transport and dispose of items. We can help you take items to local charity shops. Any time spent in doing so will be charged at our hourly rates.

Breaks

Decluttering can be tiring and we advise taking short breaks throughout the process to ensure energy and motivation are preserved. We will help you declutter at your own pace although guiding you with our expertise. A 30 minute break is required for any sessions lasting over five consecutive hours.

Payment terms

Our charges for our services are:

- Free initial 30 minute telephone consultation.
- Our standard rate is £40 per hour (minimum 3 hour booking) and we do not charge VAT. However, we offer discounted rates as follows:
 - 5 hour session - £180 (save £20)
 - 8 hour session - £290 (save £30)
- Any additional costs such as travel costs are charged at cost.
- A deposit of £50 is required when booking and confirming your first session date. The deposit will then be deducted from your final bill or returned to you separately at the end of our sessions together (subject to our cancellation policy below).
- Our charges are payable at the end of each session. You will be charged for booked hours actually worked. If you wish to continue a session for longer than the pre-agreed period, this will be charged at our hourly rate of £40.
- You will receive an invoice for each session, which you can pay by cash, cheque or bank transfer.
- Please make payments to our bank account, the details of which are as follows:
 - **Account name: Simplify Stuff**
 - **Sort Code: 090129 (Santander)**
 - **Account No: 12315431**
- Interest at 8% is charged on any balance remaining unpaid 30 days after the invoice is sent to you.
- Rates may be subject to change. You will be notified of any change to the rates 30 days in advance.

Cancellation

Both Simplify Stuff and you have the right to cancel a session due to unavoidable circumstances. If you cancel less than 48 hours before the intended time and date of the performance of our services and the appointment is not re-scheduled to take place within one month of such cancellation (limited to one re-scheduling), your deposit of £50 will not be returned.

Complaints

We aim to provide a high quality service to you. If you are not happy with the service you have received, including our bill, please let us know as soon as possible. We will try to resolve any issues quickly.

General

If any provisions of this agreement are unenforceable, such provisions shall be severed from this agreement and the remainder of the provisions shall remain in full force and effect. This agreement shall be construed in accordance with English law and you agree to submit to the exclusive jurisdiction of the English courts. The Contracts (Rights of Third Parties) Act 1999 shall not apply to this agreement.

.....has read and agreed to the Terms & Conditions above

(PRINT CLIENT NAME ABOVE)

Client Signature:

Date:

Supplier Signature:

Date:

Elizabeth Grant (on behalf of Simplify Stuff Ltd)