

# **Just Surveys Limited**

## ***Specialists in Drain Surveys***

Dexters 1, Linton Farm

Highnam, Gloucester

Gloucestershire, GL2 8DF

Telephone: 01452 730185

Email: [enquiries@just-surveys.co.uk](mailto:enquiries@just-surveys.co.uk)

Website: [www.just-surveys.co.uk](http://www.just-surveys.co.uk)

### **Website Terms and conditions**

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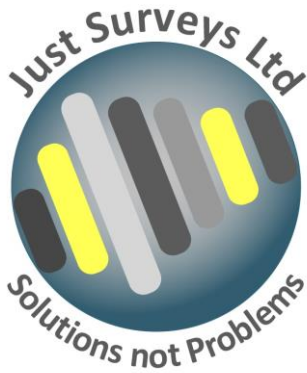
**Pages 10 to 11: Just Surveys Limited Terms and Conditions**

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### Online terms and conditions between a business and a consumer for the sale of goods

These terms and conditions form the basis on which you can visit us and our website. Please read them carefully as they contain important information.

#### General terms and conditions

This site is owned and operated by Just Surveys Ltd of Dexters 1, Linton Farm, Highnam, Gloucester GL2 8DF. If you have any queries about these terms and conditions or if you have any comments or complaints on or about our website, you can contact us at [enquiries@just-surveys.co.uk](mailto:enquiries@just-surveys.co.uk) or 01452 730185.

#### 1. The contract between us

We must receive payment of the whole of the price for the goods that you order before your order can be accepted. Payment of the price for the goods represents an offer on your part to purchase the goods, which will be accepted by us only when the goods are dispatched. Only at this point is a legally binding contract created between us.

#### 2. Acknowledgement of your order

To enable us to process your order, you will need to provide us with your e-mail address. We will notify you by e-mail as soon as possible to confirm receipt of your order and to confirm details. For the avoidance of doubt, this correspondence does not constitute a contract between us.

#### 3. Ownership of rights

All rights, including copyright, in this website are owned by or licensed to Just Surveys Ltd. Any use of this website or its contents, including copying or storing information in whole or part, other than for your own personal, non-commercial use, is prohibited without our permission. You may not modify, distribute or repost anything on this website for any purpose.

#### 4. Accuracy of content

We have taken care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at the time of publishing and that all goods have been described accurately. However, orders will only be processed if there are no material errors in the description of the goods or their prices as advertised on this website. Any weights, dimensions and capacities given about the goods are approximate only.

#### 5. Damage to your computer

We try to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any websites accessible through it will not cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website. Except in the case of negligence on our part, we will not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.

#### 6. Availability

All orders are subject to acceptance and availability. If the goods you have ordered are not available we will contact you by e-mail or phone. You will have the option either to wait until the item is available or to cancel your order.

#### 7. Ordering errors

You are able to correct errors on your order up to the point at which you click on "submit" during the ordering process.

#### 8. Price

The prices payable for goods that you order are set out on our website. All prices are exclusive of VAT (unless stated otherwise) at the current rates and are correct at the time of entering information.

Where it is not possible to accept your order to buy goods of the specification and description at the price indicated, we will advise you by email or phone, and offer to sell you the goods of the specification and description at the price stated in the email or phone call and will state in the email or phone call the period for which the offer or the price





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remains valid.

### 9. Payment terms

We will take payment prior to the dispatch of your order from your credit or debit card. We accept no liability if a delivery is delayed because you did not give us the correct payment details. If it is not possible to obtain full payment for the goods from you, then we can refuse to process your order and/or suspend any further deliveries to you. This does not affect any other rights we may have.

### 10. Delivery charges

Delivery charges vary according to the type of goods ordered and are specified on the website.

### 11. Delivery

- 11.1 Our delivery charges are set out on our website.
- 11.2 Please note that we are only able to deliver to addresses within the United Kingdom, but excluding the Isle of Wight, the Isle of Man, the Scottish Isles, parts of Scotland, Northern Ireland and the Channel Isles.
- 11.3 We will deliver the goods to the address you specify for delivery in your order. It is important that this address is accurate. Please be precise about where you would like the goods left if you are out when we deliver. We cannot accept any liability for any loss or damage to the goods once they have been delivered in accordance with your delivery instructions (unless this is caused by our negligence). We will aim to deliver the goods by the date quoted for delivery but delivery times are not guaranteed. In any event, we will aim to deliver your goods within 30 days from the day after the day we received your order. If delivery is delayed beyond this time, we will contact you and either agree a mutually acceptable alternative date, or offer you a full refund.
- 11.4 You will become the owner of the goods you have ordered when they have been delivered to you. Once goods have been delivered to you they will be held at your own risk and we will not be liable for their loss or destruction.

### 12. Risk and ownership

Risk of damage to or loss of the goods passes to you at the time of delivery to you. If you choose to use your own courier, then the risk passes to you as soon as the goods are handed to your courier. You will only own the goods once they have been successfully delivered.

### 13. Cancellation rights

- 13.1 Under *The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134* you have the legal right to cancel your order up to 14 calendar days after the day on which you receive your goods (with the exception of any made to order items). You do not need to give us any reason for cancelling your contract nor will you have to pay any penalty.
- 13.2 Should you wish to cancel your order, you can use the cancellation form provided at the end of these terms and conditions, or alternatively you can notify us in writing by any durable medium (for example letter sent by post, fax or e-mail).
- 13.3 You cannot cancel your contract if the goods you have ordered are bespoke (i.e. made to order), newspapers or magazines or if you have taken any audio or video recording or computer software out of the sealed package in which it was delivered to you.
- 13.4 If you have received the goods before you cancel your contract then you must send the goods back to our contact address at your own cost and risk. If you cancel your contract but we have already processed the goods for delivery, you should not unpack the goods when they are received by you and you must send the goods back to us at our contact address at your own cost and risk as soon as possible.
- 13.5 Once you have notified us that you are cancelling your contract, and we have either received the goods back or, if earlier, received evidence that you have sent the goods back, we will refund any sum debited by us from





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your credit or debit card within 14 calendar days.

- 13.6 We may make a deduction from your refund for any loss in the value of the goods supplied if the loss is the result of unnecessary handling by you (for example using goods prior to cancellation)

#### 14. Cancellation by us

- 14.1 We reserve the right not to process your order if:
- 14.1.1 We have insufficient stock to deliver the goods you have ordered;
  - 14.1.2 We do not deliver to your area; or
  - 14.1.3 One or more of the goods you ordered was listed at an incorrect price due to a typographical error or an error in the pricing information received by us from our suppliers.
- 14.2 If we do not process your order for the above reasons, we will notify you by e-mail and will re-credit to your account any sum deducted by us from your credit/debit card as soon as possible, but in any event within 14 days.

#### 15. Liability

- 15.1 Unless agreed otherwise, if you do not receive goods ordered by you within 30 days of the date on which you ordered them and decide to cancel the order rather than re-arrange delivery (in accordance with clause 11), we will provide you with a full refund.
- 15.2 We are only responsible for losses that are a natural, foreseeable consequence of our breach of these terms and conditions. We do not accept liability if we are prevented or delayed from complying with our obligations set out in these terms and conditions by anything you (or anyone acting with your express or implied authority) does or fails to do, or is due to events which are beyond our reasonable control.
- 15.3 Furthermore, we do not accept liability for any losses related to any business of yours including but not limited to: lost data, lost profits, lost revenues or business interruption.
- 15.4 You must observe and comply with all applicable regulations and legislation, including obtaining all necessary customs, import or other permits to purchase goods from our site. The importation or exportation of certain of our goods to you may be prohibited by certain national laws. We make no representation and accept no liability in respect of the export or import of the goods you purchase.
- 15.5 Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence. You have certain rights as a consumer including legal rights (e.g. under the Sale of Goods Act 1979 (as amended)) relating to faulty and/or mis-described goods.

#### 16. Notices

Unless otherwise expressly stated in these terms and conditions, all notices from you to us must be in writing and sent to our contact address at Dexters 1, Linton Farm, Highnam, Gloucester. GL2 8DF and all notices from us to you will be displayed on our website from time to time.

#### 17. Changes to legal notices

We reserve the right to change these terms and conditions from time to time and you should look through them as often as possible.

#### 18. Law, jurisdiction and language

This website, any content contained therein and any contract brought into being as a result of usage of this website are governed by and construed in accordance with English law. Parties to any such contract agree to submit to the exclusive jurisdiction of the courts of England and Wales. All contracts are concluded in English.

#### 19. Invalidity





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If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

20. **Privacy**

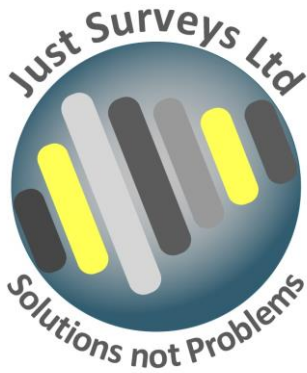
You acknowledge and agree to be bound by the terms of our privacy policy.

21. **Third party rights**

Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.







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These terms and conditions form the basis on which you can visit us and our website. Please read them carefully as they contain important information.

### General terms and conditions

This site is owned and operated by Just Surveys Ltd of Dexters 1, Linton Farm, Highnam, Gloucester. GL2 8DF. If you have any queries about these terms and conditions or if you have any comments or complaints on or about our website, you can contact us at [enquiries@just-surveys.co.uk](mailto:enquiries@just-surveys.co.uk) or 01452 730185

#### 1. The contract between us

We must receive payment of the whole price of the services that you order before your order can be accepted. Payment will be taken prior to the date of the service that has been booked in. Payment of the price for the services represents an offer on your part to purchase the services, which will be accepted by us only when a confirmation of acceptance is sent by us. Only at this point is a legally binding contract created between us.

#### 2. Acknowledgement of your order

To enable us to process your order, you will need to provide us with your e-mail address. We will notify you by e-mail as soon as possible to confirm receipt of your order and to confirm details. For the avoidance of doubt, this correspondence does not constitute a contract between us.

#### 3. Ownership of rights

All rights, including copyright, in this website are owned by or licensed to Just Surveys Ltd. Any use of this website or its contents, including copying or storing information in whole or part, other than for your own personal, non-commercial use, is prohibited without our permission. You may not modify, distribute or repost anything on this website for any purpose.

#### 4. Accuracy of content

We have taken care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at the time of publishing and that all services have been described accurately.

#### 5. Damage to your computer

We try to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any websites accessible through it will not cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website. Except in the case of negligence on our part, we will not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.

#### 6. Availability

The services will be provided to the timescale agreed between us (the supplier) and yourself (the consumer).





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### 7. Ordering errors

You are able to correct errors on your order up to the point on which you click on “submit” during the ordering process.

### 8. Price

The prices payable for services that you order are as set out on our website. All prices are exclusive of VAT (where applicable & unless otherwise stated) at the current rates and are correct at the time of entering information.

### 9. Payment terms

We will take payment prior to dispatch of engineers from our depot from your credit or debit card. We accept no liability if our services are delayed because you did not give us the correct payment details. If it is not possible to obtain full payment for the services from you, then we can refuse to process your order and/or suspend any further services. This does not affect any other rights we may have.

### 10. Cancellation rights

- 10.1 Where you are a consumer as defined in ***The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134*** you have the legal right to cancel your order up to 14 calendar days after the day on which the contract is entered into (the Cancellation Period). You do not need to give us any reason for cancelling your contract nor will you have to pay any penalty (unless we have begun the services within the Cancellation Period in accordance with clause 10.5)
- 10.2 ***The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134*** do not apply if the services you have ordered are of a gambling, banking, credit, insurance, personal pension, investment or payment nature.
- 10.3 In accordance with ***The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134*** you cannot cancel your contract if the services you have ordered are passenger transport services, services (other than the supply of water, gas, electricity or heating) for which the price is dependent on fluctuations in the financial market, urgent repairs or maintenance where you have specifically requested a visit, accommodation, transport of goods, vehicle rental services, catering or services related to leisure activities (if the contract provides for a specific date or period of performance).
- 10.4 Should you wish to cancel your order, you can use the cancellation form provided at the end of these terms and conditions, or alternatively you can notify us in writing by any durable medium (for example letter sent by post, fax or e-mail).
- 10.5 If you require us to begin the services within the Cancellation Period we require you to make an express request to do so. In such cases, your right to cancel continues until either the end of the Cancellation Period, or the completion of the services, whichever is the earlier. If you cancel during





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the Cancellation Period we may charge you for any services provided up until the point when we receive your cancellation notice, and will provide a partial and proportionate refund accordingly. Your right to cancel the services will no longer apply once the services have been fully performed.

### 11. Cancellation by us

11.1 We reserve the right not to process your order if:

11.1.1 We have insufficient staff or resources to deliver the services you have ordered;

11.1.2 We do not provide services to your area; or

11.1.3 One or more of the services you ordered was listed at an incorrect price due to a typographical error.

11.2 If we do not process your order for the above reasons, we will notify you by e-mail and will re-credit to your account any sum deducted by us from your credit/debit card as soon as possible, but in any event within 14 days.

### 12. Liability

12.1 We are only responsible for losses that are a natural, foreseeable consequence of our breach of these terms and conditions. We do not accept liability if we are prevented or delayed from complying with our obligations set out in these terms and conditions by anything you (or anyone acting with your express or implied authority) does or fails to do, or is due to events which are beyond our reasonable control.

12.2 Furthermore, we do not accept liability for any losses related to any business of yours including but not limited to: lost data, lost profits, lost revenues or business interruption.

12.3 Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

### 13. Notices

Unless otherwise expressly stated in these terms and conditions, all notices from you to us must be in writing and sent to our contact address at Dexters 1, Linton Farm, Highnam, Gloucester. GL2 8DF and all notices from us to you will be displayed on our website from time to time.

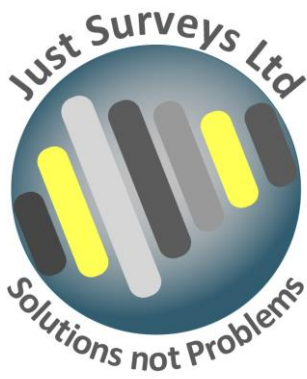
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**16. Invalidity**

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

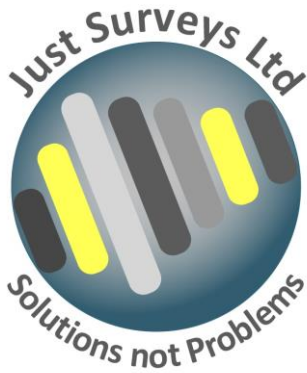
**17. Privacy**

You acknowledge and agree to be bound by the terms of our privacy policy.

**18. Third party rights**

Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.





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## Terms and Conditions

### JUST SURVEYS LTD. T&C's

**These terms and conditions apply to Just Survey Ltd.**

**Please read this document carefully as it will tell you everything you need to know about the terms and conditions on which we will deal with each other.**

The term 'you' refers to the customer/employer or user of our services or viewer of our website.

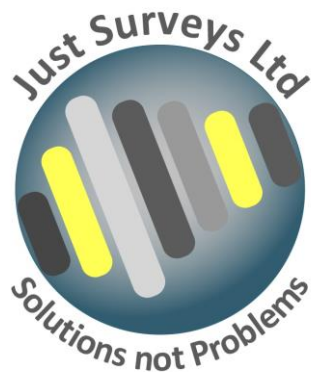
"Just Surveys", "us", "we", "our", "ours" means Just Surveys Ltd. Registered in England No 5745451.

Just Surveys Ltd use their own employees. Independent contractors have no authority to incur liability on behalf of or to act as agent for Just Surveys Ltd or any of their licensees.

1. The works will be undertaken and the rates are quoted, estimated or used by the Contractor strictly on the basis that the information and representations given by the Employer are accurate and that any information likely to affect adversely the execution of the works is not knowingly withheld.
2. Any variation to the works shall be by written order or written instruction given by the employer's agent to the Contractor: unless the price therefore has been agreed the Contractor shall be entitled to charge a sum calculated in accordance with the rates quoted, estimated or used in the submissions or negotiations as a result of which the contract was made and the Contractor shall be entitled to be paid in accordance with these terms and conditions.
3. The contract has been negotiated and agreed and the works are undertaken on the express basis that the Contractor shall not be required to remove dislodge or clear cementations, bituminous or encrusted material.
4. The employer undertakes and shall be responsible for ensuring that:
  - a) Vehicular access is freely available to all parts of the site or sites to enable the works to be undertaken without restriction.
  - b) Adequate and proper arrangements have been made for the Contractor by the Employer to gain lawful access onto private lands to undertake the works. This access is to be vehicular or pedestrian as necessary.
  - c) Unrestricted access is available to all manholes/gullies/catch pits to enable the works to be undertaken without restriction.
  - d) An adequate and adjacent supply of potable water is freely available to the Contractor for execution of the works without interference or delay.
  - e) Suitable tipping facilities adjacent to the site are freely available to the Contractor for execution of the works without interference or delay.
  - f) Relevant arrangements are made with the Police and other statutory bodies and undertakings for the Contractor to undertake the works without interference or delay.
  - g) Manhole constructions are sufficient and safe access for the Contractor to install and use equipment to its full capacity and (where necessary or appropriate) for the contractors or employees to gain safe and unrestricted access.
  - h) Any and all traffic control and Health and Safety measures are taken as may be necessary for the execution of the works without interference or delay.
  - i) The condition and stability of the infrastructure is sufficient to allow the Contractor to undertake the works without interference or delay.
  - j) "Off road" working can be undertaken without the Contractors vehicles or plant becoming stuck or having their full working capacity restricted by surface conditions.
  - k) Assistance is given in the parking of the contractor's vehicles and plant overnight.
5. The Employer will indemnify the Contractor against any expense liability loss claim or proceedings (including consequential, commercial and economic loss) caused by:
  - a) Breach of any term of Clause 6 of these terms and conditions.
  - b) Injury or death of any person or loss of or damage to all property arising out of the due execution of the works by the Contractor except where the injury or death is caused by the negligence of the Contractor
  - c) No liability to the contractor for any damage caused to the pipeline from the method of the works.
6. Where the cleaning environment is aggressive and causes damage to the Contractor's equipment then the Contractor retains the right to charge the Employer the cost of the replacement of that equipment on an "as new" basis.
7. Without prejudice to the above the Employer will take out and maintain insurance to cover the liability of the Employee as defined in Clause 7 with a limit of indemnity of at least £2,000,000, and will produce the policy for inspection if requested by the Contractor
8.
  - a) the Contractor shall be entitled to render interim accounts at the end of each week's work supported by day work sheets, evidence of payments for materials and such other documentation as the Employer may reasonably require to determine the value of work undertaken in accordance with the contract rates or quoted or estimated prices.
  - b) Unless the Employer gives written notice of objection such interim accounts should be paid in full within five days.
  - c) The Contractors final account shall be delivered to the Employer at any time after the execution of the works or of the delivery of written notice by the Contractor to the Employer that the works are not capable of further execution.



Company Registered in England No. 5745451



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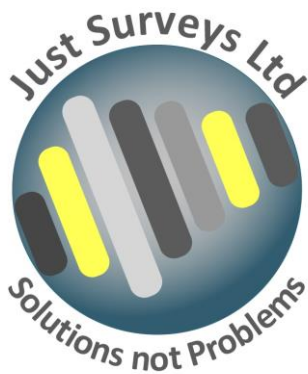
Website: [www.just-surveys.co.uk](http://www.just-surveys.co.uk)

- d) The final invoice shall be paid within 30 days of delivery and in default the Employer shall pay interest to the Contractor at the rate of 8% above the base rate of Bank of England from time to time calculated at a daily rate and compounded with yearly stops.
- e) Domestic Customers will be invoiced immediately on completion of the work and The Total Due on the invoice is to be paid immediately. If the Total Due is not paid immediately, an administration fee of £5 and interest will be added to the outstanding amount at the rate of 3% above the base rate of National Westminster Bank Plc until full payment is received
9. All rates quoted are inclusive of VAT (unless otherwise stated)
  10. All close circuit television survey data shall remain the property of the Contractor until the Employer has paid all the accounts of the Contractor (whether for close circuit television or other work).
  11. Our CCTV rates, unless otherwise stated, are based on surveying straight pipelines only. If bends within the lines are encountered and cannot be navigated, Just Surveys Ltd holds no liability for the surveying of the sections.
  12. Hazardous Materials – Our method statement is based on the proposed works not exposing our operatives to any unidentified hazardous substances. It is therefore, essential that should any such substance be present in the work area, that we be made aware as a matter of urgency and provided with appropriate safety data sheets.
  13. All prices are held firm for 3 months from date of quotation.
  14. Standing time / down time due to conditions beyond our control will be charged at our day rate.
  15. Works cancelled by the employer within 2 working days of the scheduled start time will be subject to a charge of 50% of the quoted rates, to cover costs and loss of earnings.
  16. Any additional hours worked onsite above the agreed number will be charged on an hourly basis at our normal rates (unless discounted rates have been agreed).
  17. Subsistence if required will be charged at £50.00 per man per night.
  18. Unless otherwise stated, rates only allow for standard chapter 8 traffic management where required.
  19. Unless otherwise stated, rates are based on silt levels not exceeding 10%. Should silt levels exceed 10% then upon discussion with the employer, our rates shall revert to the standard day rate (or discounted rates as applied).
  20. Unless otherwise stated, rates are based on information provided by the client
  21. All works carried out utilising our specialist cutters are performed on an attempt only basis and will not guarantee complete removal of any obstructions. Due to the percussive action of the cutters, Just Surveys Ltd accepts no responsibility for any damage caused to the existing drain line or pipe work.
  22. In the event of any Just Survey Ltd equipment becoming stuck within the pipe work, any costs incurred to retrieve, replace or repair the equipment will be the responsibility of the client.
  23. Further to this, in the event of the condition of the drains / culvert being in such a condition where the equipment may get stuck / trapped, Just Surveys Limited reserves the right to abandon the survey and in the event of this happening a charge for works / call out will be applied.
  24. An administration charge of £20 is payable in respect of each cheque we present for payment that is dishonoured by your bank for whatever reason.
  25. Our standard business hours are 8am to 5pm Monday to Friday (Surveying) 8am to 4pm (Vacuum Excavation). We may be able to work outside our standard business hours at an additional charge.
  26. Tenants are required to get their landlord's permission to allow us to carry out any work. Listed buildings may need planning permission. In both cases it is your responsibility to obtain any needed permission for the work.
  27. In some circumstances we may discover when on site of the drainage problem, that your blockage is caused by failure of the public drain and, or sewers. In such circumstances, Just Surveys may reasonably reserve the right to apply a charge for their professional advice, having attended the site and diagnosing for you that the liability is not yours. In these situations, you will be advised by Just Surveys, or independent contractor, that it is the responsibility of the water company. You will be advised that you should then approach your water company for compensation.
  28. Just Surveys Ltd report is accurate only at the time of the survey carried out by the consultant and no liability is accepted in relation to the impact on the conditions in the report by any works undertaken since the survey including but not limited to vehicular movement, furthermore, any subsequent damage to the drainage caused by natural occurrences including but not limited to natural disaster or subsidence.
  29. CAT and Genny to sonde and trace the drain run: Due to the variance in the ground we cannot guarantee the location of the drain run and recommend excavating a slip trench to verify the location of the pipe as per the methodology set out in the British Standards Institution PAS 128.

Terms and Condition as of 5<sup>th</sup> November 2020



Company Registered in England No. 5745451



# Just Surveys Limited

## *Specialists in Drain Surveys*

Dexters 1, Linton Farm

Highnam, Gloucester

Gloucestershire, GL2 8DF

Telephone: 01452 730185

Email: [enquiries@just-surveys.co.uk](mailto:enquiries@just-surveys.co.uk)

Website: [www.just-surveys.co.uk](http://www.just-surveys.co.uk)

### CANCELLATION FORM

To: Just Surveys Ltd

Letter: Dexters 1, Linton Farm, Highnam, Gloucester. GL2 8DF

Fax: 01452 730185

Email: [accounts@just-surveys.co.uk](mailto:accounts@just-surveys.co.uk)

I/We\* hereby give you notice that I/We\* cancel my/our\* contract for the sale of the following goods\*/for the supply of the following services\*:

Ordered on\*/Received on\*:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s): *(only if this form is notified on paper)*

Date:

*\*Delete as appropriate*





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## Returns Procedure

Below is the returns procedure we follow at Just Surveys Limited.

- Goods are non-returnable unless there is an error on our behalf or the goods are faulty.
- If you need to return an unused item, you can do so within 28 days for an exchange or refund as required. We will refund the monetary value of the items returned to us, at the price you purchased them, but not the delivery charges (if applicable). Simply call the office on [01452 730 185](tel:01452730185) to arrange collection of goods.
- Under ***The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134*** you have the legal right to cancel your order up to 14 calendar days after the day on which you receive your goods (with the exception of any made to order items). You do not need to give us any reason for cancelling your contract nor will you have to pay any penalty.
- The goods must be returned in the same condition as received and if possible with all packaging. Just Surveys Limited reserves the rights to refuse a refund or exchange if the goods returned are deemed to have been damaged, worn or tampered with. This does not affect your statutory rights
- If you are returning an item because of an error on our part or because it is faulty, we will be happy to refund your costs incurred in sending it back.
- Please note that we are only able to exchange an item for the same model and make.
- Refunds can only be made to the original card of purchase. Refunds to a card other than the original can only be processed under the following circumstances:
  - The original account details have expired
  - The original account no longer exists







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Website: [www.just-surveys.co.uk](http://www.just-surveys.co.uk)

### Returning items by Post

Just Survey Limited does not cover the cost of returns by post unless it is an error on our part or a faulty product delivered. You may make your own arrangements to return items via Royal Mail. Clearly mark on the delivery note included with your order which items you are returning; the reason for returning them and whether you would like an exchange or refund. We are only able to exchange an item for the same make and model. **Please ensure this form is enclosed inside your parcel before sending.** For your protection we advise that you use a recorded delivery service and obtain a 'Proof of Posting Certificate'. We cannot accept liability for goods that get lost or damaged in transit back to us.

The address to return items to is:

**Just Surveys Limited**

**Dexters 1**

**Linton Farm**

**Highnam**

**Gloucester**

**GL2 8DF**

DATE:	
Invoice Number:	
Item bought:	
Reason for returning:	
Serial Number:	

