



STRING LIGHTS
OUTDOOR



On Site
Expectation
Form



Site Preparation



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Prior to coming for installation we would like to inform you of a few requirements to ensure a speedy and safe installation of your awning or pergola. Please make sure you read this guide carefully.



Allow Access & Clear the Site

To allow safe delivery you will need to make sure there is clear access of the route from the vehicle to the point of delivery. Deliveries are made to the nearest accessible point. You will need to remove all debris and ensure there are no tripping hazards on the pathways around the property. Please ensure that we are informed of any access issues i.e. restricted access, gradients, gravel driveways etc. Our team will require sufficient space around the installation site which is unique to each site and project. This would have been noted by our technician during his/her final manufacturing survey and shared with the customer, so you will be informed of any special site specific requirements as written communication before installation. Please make sure you move anything that may be in the way as is instructed by our team prior to installation. Any special circumstances will also be taken into consideration at this point. We kindly ask you to create a comfortable working space for our team.

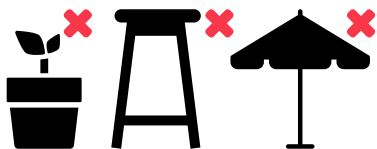
Acknowledgement

Please make sure you have checked the following items. Complying with these instructions will enable our team to complete their job promptly.



CCTV/Lights/Alarms or Other Electronic Items on the Wall:

Please check these before installations. If they are in risk of interfering with the pergola installation or fabric fall height, make sure to relocate them before our team arrives for installation.

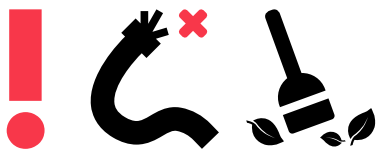


Furniture, Plant Pots & Other Items on the Ground:

Please make sure all of these are moved away from the installation area to allow plenty of space for our installation team. Any obstructions make cause delays or accidents during the installation.

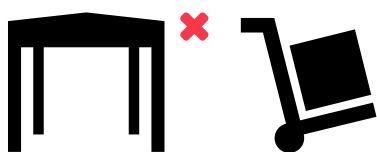


Moss/Mould or Slippery Surfaces: If there is moss/mould in the installation area, the ground or on the back wall, this needs to be cleared beforehand. We recommend clearing this with a pressure washer or appropriate tough scrubber brush and outdoor surface cleaners.



Obstructions/Trip Hazards:

Please make sure to check for anything that can cause obstructions including cables, trash, leaves etc. and declutter the installation area.



Existing Systems:

If you have an old awning or pergola system, please make sure this has been removed before our team arrives to install the new one, unless otherwise agreed.



We kindly ask you to provide adequate power to be able to power our tools (either by extension or outdoor sockets) and it would be highly appreciated if you are able to provide outdoor lighting for the team while they are working (should installations continue after daylight hours).

I confirm that I have checked all above points and prepared my site for the installation team to the best of my ability. I understand that if these requirements are not met, the team withhold the rights to return for installation on another date and I will be responsible to reimburse any extra costs caused due to the team being unable to carry out the installation on the original date, to be paid before the second attempt for installation.

Full Name _____

Signed _____

Date _____

Installation Address _____

Installation Services by String Lights Outdoor



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We warrant that the installation services provided by us will be performed with reasonable skill and care, and the installation itself remains under warranty for a period of 60 months thereafter.

You have the right to personally hire another contractor to carry out elements of the installation in conjunction with our fitter, but any such works are outside of our agreement with you. As such we accept no liability for any damage or delays in completion of your project arising as a result of any additional works carried out by such a chosen contractor.

We will not accept liability for any fault or damage caused by pre-existing damage to walls or groundwork to which products are attached.

If the installation services have not been carried out to an appropriate standard, you must notify us in writing. If you fail to do so, this may affect your warranty. This does not apply to problems arising from the installation after the fact.

If the installation services do not conform with the warranty, we will either re-perform the installation services to comply or agree a refund which will be no higher than the original installation price.

We will endeavour to complete the installation services within the agreed timescale but will not be held liable for any reasonable delays due to unforeseen circumstances. No compensation will be given for inconvenience or costs incurred due to the project running over schedule for an unforeseen reason.

This does not affect your right to redress under the Consumer Rights Acts

If you choose to appoint your own tradesperson(s), rather than our installer, to carry out any part of the work, or additional works coinciding with our installation, you must ensure that these works are carried out with reasonable skill and care. In the event that our fitter is unable to proceed with the installation services due to incomplete or sub-standard workmanship of the additional contractor(s) the fitter will suggest one of the following:

- Complete/rectify the defective additional works at your cost; or
- Arrange a date in the future to carry out the installation services to allow you the time to rectify the defective additional works.

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Please note, it is your responsibility to ensure that the products are stored in a suitable environment until such time as the fitter is able to install the products, should the situation mentioned above occur. You will be responsible for any costs, loss and/or damage caused due to the fitter being unable to carry out the installation services on the original date.

You must inform us of any known structural defects or anomalies at the location where the installation services are to be carried out which may affect the installation services.

On completion of the installation services, you will be asked to sign a certificate of completion and allow us to take photographs of the completed works. **If you are not happy in any way with the installation services which have been carried out, you should note this on the certificate of completion.**

Provided that you comply with your obligations, we will ensure that the fitter completes the installation to the specifications discussed at time of purchase.

If, during the installation services, it appears that the walls are incapable of holding the products supplied or unsafe, faulty, flawed or of poor quality, we reserve the right to suspend the installation service until the necessary remedial works have been completed.

Whilst we will try to ensure our fitters keep dust and disruption to a minimum during the provision of the installation services, you should take all reasonable and necessary steps to minimise the impact of the installation services, for example by moving breakables/delicate items and covering areas likely to be affected with dust sheets. Whilst the fitters will endeavour to clean up after themselves, you should expect some dust to result from the installation services and you agree that we will not be liable for any cleaning expenses resulting from such dust.

Minor damage may occur to decor, brick, render and tiling during the installation services but you agree that we will not be responsible for redecorating or repairing any damage unless it is as a result of our negligence rather than an unavoidable consequence of having the products fitted.



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