



ZIMMER INVENTORIES

TERMS AND CONDITIONS

1. DEFINITIONS

We will use the following terms:

“Client, or You”	The person/company that instructed us to carry our agreed services.
“The company, We, Us or Our”	This refers to Zimmer Inventories Ltd our team and inventory clerks.
“Services”	The services that we provide such as: inventory, check-in, check-out, managerial inspections and key collection for residential properties.
“Inventory Clerk or Clerk”	The person that carried out onsite services and preparing of reports.

2. TERMS AND SERVICES

- The Company will provide all reports within 24 hours unless informed otherwise.
- The Company are not qualified surveyors, nor an expert in antiques, materials, decorating etc. therefore our report should not be used as an accurate description of every physical item within the property.
- Our clerks will not lift or move heavy items nor inspect unacceptable nor areas that pose a risk a health and safety risk.
- Electrical items, heating and hot/cold water will not be tested, and we cannot be held responsible for any faults. We will check Light bulbs for functionality only.
- Flooring, rugs, and carpets will be examined where visible to the extent of cleanliness and any defects will be noted.
- Mattress and bedding will be inspected where visible. The mattress will not be examined if covered nor will the clerk lift the same to check the opposite side.
- The number of kitchen utensil and other household items will be listed on the report.
- Lofts, basements or similar areas will not be listed on the in the report. The clerk will not search through cluttered storage rooms, draws, cupboard nor unpack bagged, boxed or packaged items.
- Gardens, balconies, patios, terraces or any other external areas of the property will not be added to the report unless visit was completed during daylight.

CONTACT US

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ZIMMER INVENTORIES IS A REGISTERED COMPANY IN ENGLAND AND WALES. COMPANY NUMBER: 13829269

- All measurements are in approximate, colour such as silver and gold does not refer to the metal only the visual appearance.
- A PDF copy of the report or link a to download the PDF copy will be provided. Hard copies of reports will not be provided. The Company will save reports for 12 months, after upon which the same will be deleted. It is advised that the Client save a copy for their records.
- Heat, smoke and carbon monoxide alarms will be tested for sound. Main operated alarms will be check visually for a green, red or no light. If the clerk believes the alarm is not working, the same will be noted, the Client will be notified and the clerk will not supply nor install new alarms to meet current legislation. The Company cannot accept any responsibility for malfunction or damage while testing the alarms, subsequent loss or injury where any recommendations are not followed up either before the property is let out or during the tenancy, nor will we accept any responsibility for not recording whether a smoke or carbon monoxide alarm is in working order at the time of the visit.
- Meter readings, photographs where possible, will be included in reports providing the meters are to access.
- The Company reserves the right to apply a charge when a clerk is unable to gain access to the premises or within 15 minutes after the agreed time. If a Clerk feels that the property or any person visiting that property makes them feel unsafe or they have a concern in any way that may affect their health or safety, the Company reserves the right to cancel the appointment at that point without liability and the issue will be reported to the Client.
- The Client has final responsibility for checking the report once provided. Any dispute or concerns of the report must be notified in writing to us within seven working days upon which we will take appropriate steps to attend to the issues reported.
- It is the Client responsibility to ensure that 24-hour writing notice is provided to the tenant and that access is available.
- **CANCELATION FEE:** Where the tenant confirms but refused access, the Company reserve the right to charge a cancellation fee of 100% of the initial cost per visit.
- Additional charge will be added for keys collection and returns over 2 miles.
- An additional charge will be added if right to rent checks are needed. The same will be completed and sent electronically.

3. INVENTORY

- The inventory is made up of a fair, accurate and visually account of the condition of fixtures, fittings, furniture, other household items and the state of decoration within the property upon visit.
- The inventory is assumed to be in good condition and domestically cleaned unless stated otherwise.
- The inventory does not guarantee, nor report the safety of any equipment of contents. It only provides a list of contents and condition of the property.

- Keys provided for access will be photographed and recorded unless the Client state otherwise.
- The property should be pre-tenancy checked by the Client before arranging an inventory.

4. CHECK-IN

- The clerk can release keys to the tenant after completion of the inventory report once instructed by the client it is okay to do so.
- The clerk will collect the tenant's email address in which the final report will be sent to them for signing and check identification to confirm identity.

5. CHECK-OUT

- The check-out report will document any changes or additional damages to the property at the end of the tenancy against the inventory report supported by photographs and descriptions. Items not listed in the check-out report will be considered as the same condition as the inventory and new items will be mentioned.
- If an inventory report is no provided, the clerk will provide a general Schedule of Condition and Cleanliness report supported by photographs which provides overview of the property's condition. The clerk will not apportion responsibility in this circumstance as there is no evidence of the original condition.
- The Company will apportion responsibility to either the landlord or tenant, however where the responsibility is not clear for whatever reason, we will refer the issue to either the landlord or Client for determination.
- The Company will not switch off electrical appliances and will accept no liability or any damages of loss caused by any appliances on site.

6. MANAGERIAL INSPECTIONS

- Managerial inspections, checks will record the condition of the property during the tenancy by reporting if there are any damage, issues and the cleanliness of the furniture, fixtures and fitting in the property with supporting photographs unless refused by the tenant. It is the Client responsibility to gain permission for photographs to be taken.

7. PAYMENT

- The Company reserve the right to charge for services in advance. A full refund will be provided if service is cancelled due out unforeseen circumstance on our side.
- The Company reserve the right to amend charges on invoice after job is complete, if incorrect information was provided by the Client which resulting in incorrect quoting.

8. PROPERTY SIZES

- Property prices are based on the following.

PROPERTY	DESCRIPTION
Room	1 room and en-suite (house share properties)
Studio	Room, en-suite, kitchen/reception area
1 bed property	1 bedroom, 1 reception, 1 bathroom, 1 kitchen
2 bed property	2 bedrooms, 1 reception, 1 bathroom, 1 kitchen
3 bed property	3 bedrooms, 1 reception, 1 bathroom, 1 kitchen
4 bed property	4 bedrooms, 1 reception, up to 2 bathroom, 1 kitchen

- The Company reserve the right to charge for additional rooms or external storage for properties that does not meet the above.
- Properties outside the above descriptions will require further quoting.
- If description of property provided by the client is incorrect, the Company will withhold the report until the outstanding balance is cleared unless there is a contractual agreement that states otherwise.

9. GOVERNANCE

This Agreement is governed by the laws of England and Wales.

10. CONFIDENTIALITY AND NON-DISCLOSURE

The Company retains all title, ownership and intellectual property rights to the material and trademarks contained herein, including all supporting documentation, files, marketing material, and multimedia.

The Company confirms to follow General Data Protection Regulations.