

SEBPLUS LTD

TERMS AND CONDITIONS OF BUSINESS

**For Consumer and Business Clients
England and Wales**

These Terms govern the supply of garden maintenance, grounds maintenance, lawn care, landscaping, pressure washing, tree work and associated goods and services by Sebplus LTD.

Effective date: 28 August 2026

1. Introduction and Acceptance

- 1.1** These Terms and Conditions govern the supply of goods and services by Sebplus LTD ("Sebplus", "we", "us", "our" or the "Contractor").
- 1.2** By accepting a quotation, estimate, service plan, booking or appointment, making a required payment, instructing Sebplus to commence work, or knowingly using the Services after being provided with or directed to the applicable Terms, the Client confirms acceptance of these Terms, subject to statutory rights and applicable consumer law.
- 1.3** The accepted Quotation, Estimate or Service Plan together with these Terms forms the Agreement between Sebplus and the Client.
- 1.4** Where a specifically agreed written term in a Quotation or Service Plan conflicts with these general Terms, the specifically agreed written term will take priority for that particular Service.

2. Definitions

Client - the individual, company, landlord, tenant, managing agent, organisation or other person purchasing or arranging Goods or Services from Sebplus.

Consumer - an individual acting wholly or mainly for purposes outside their trade, business, craft or profession.

Business Client - a Client acting for purposes relating to a trade, business, craft or profession.

Services - services supplied by Sebplus, including Garden Maintenance, Grounds Maintenance, Lawn Care, Lawn Renovation, Landscaping, Pressure/Jet Washing, Tree Work, planting, turfing, artificial grass and associated work.

Goods - products, plants, turf, seed, fertiliser, chemicals, aggregates, paving, timber, components or other materials supplied in connection with the Services.

Site - the property, garden, grounds or other location at which Services are to be carried out.

Service Plan / Service Schedule - the written programme identifying the Services, treatments, visits or seasonal work included for a Client.

Quotation - a written fixed-price offer subject to its stated scope, assumptions and exclusions.

Estimate - an indicative assessment of likely cost and not necessarily a fixed price.

3. Professional Standard and Scope of Service

- 3.1** Sebplus will perform Services with reasonable care and skill using methods, machinery, materials and products reasonably appropriate for the work.
- 3.2** Outdoor horticultural work is affected by weather, soil, drainage, temperature, plant development, turf condition, access and other environmental factors. The Client accepts that these factors can affect timing, appearance and results.
- 3.3** Sebplus may refuse, pause, postpone or reschedule work where carrying it out would, in our reasonable professional judgement, be unsafe, unlawful, ineffective, contrary to product instructions or likely to cause avoidable damage.
- 3.4** A reasonable postponement or rescheduling for such reasons does not by itself constitute a failure to provide the contracted Service.
- 3.5** Services are limited to the scope stated in the accepted Quotation or Service Plan. Work not included in that scope is additional work and may be separately quoted and charged.

4. Appointments, Arrival Windows and Rescheduling

- 4.1** Dates and arrival times for routine outdoor Services are normally scheduling targets rather than guaranteed exact times unless expressly confirmed as fixed.
- 4.2** Sebplus may change a visit because of weather, illness, equipment breakdown, staff availability, access restrictions, bank holidays, supplier disruption, safety concerns or other circumstances outside our reasonable control.
- 4.3** Where practicable, Sebplus will notify the Client of material scheduling changes and arrange a replacement visit.
- 4.4** A treatment or Service postponed for professional, safety, weather or environmental reasons remains part of the programme and will be carried out at an appropriate later time where it remains included and required.

5. Client Cancellation and Failed Access - 48 Hours

- 5.1** The Client must give at least 48 hours' notice to cancel or postpone an individual scheduled visit, unless a statutory cancellation right applies.
- 5.2** If less than 48 hours' notice is given, if the Client says on arrival that the Service is not required, or if Sebplus cannot obtain the access that the Client was responsible for providing, a £30 + VAT call-out / wasted visit charge may be invoiced.
- 5.3** Failed access includes, where applicable, locked or inaccessible gates, unavailable or incorrect keys/codes, blocked access, refusal of access by an occupier or neighbour where the Client was responsible for arranging permission, or other Client-controlled circumstances preventing the visit.
- 5.4** The call-out charge will not apply where Sebplus is responsible for the failure to perform the visit.

6. Garden and Grounds Maintenance

- 6.1** Garden and Grounds Maintenance may include grass cutting, edging, hedge trimming, pruning, weed control, hand weeding, plant feeding, soil improvement, mulching, leaf clearance, seasonal planting, planted-area maintenance, green waste handling and other agreed tasks.
- 6.2** The exact work included is determined by the Quotation or Service Plan. The fact that a type of work is listed in these Terms does not mean it is included in every contract.
- 6.3** The duration shown for a maintenance visit is an estimate based on the anticipated condition and scope. The Client purchases the agreed service/scope rather than a guaranteed exact number of minutes unless the Quotation expressly states otherwise.
- 6.4** Where additional time beyond the quoted or allocated time is reasonably required and additional time has been authorised or is chargeable under the agreed arrangement, it may be billed in 15-minute increments at the applicable rate.
- 6.5** Routine maintenance does not guarantee that gardens, beds, hard surfaces or lawns will remain completely free from weeds, moss, pests, disease, leaf fall or naturally occurring vegetation between visits.

7. Waste and Disposal

- 7.1** Waste removal is included only to the extent stated in the Quotation or Service Plan.
- 7.2** A discounted programme may include the handling/removal of waste generated directly by the Services where this is stated or normally included in that programme. Existing household, building, bulky, hazardous or unrelated waste is not automatically included.

7.3 Additional waste, unusually large volumes, specialist disposal, skip hire or disposal charges may be separately quoted.

8. Lawn Care Programme - 12-Month Minimum Term

8.1 Unless the Service Plan expressly states otherwise, a recurring Lawn Care Programme has a minimum term of 12 months.

8.2 The Client purchases the selected 12-month programme as a whole. Monthly payments are instalments spreading the programme price across the contract term and do not represent the purchase of one specific treatment in each calendar month.

8.3 The programme price may be discounted compared with the combined standard individual prices of the treatments, services and included waste handling that form the programme.

8.4 The number, type and seasonal timing of treatments are set out in the Service Plan. Treatment frequency may vary during the year and a month with no physical treatment does not, by itself, suspend the agreed monthly instalment.

8.5 Where weather or turf conditions require a treatment to be postponed, the treatment remains scheduled for a later suitable opportunity rather than being replaced with an unrelated treatment.

9. Lawn Care Treatments and Professional Decision-Making

9.1 Lawn Care may include fertilisation, selective weed control, moss control, scarification, aeration, overseeding, top dressing, wetting agents, soil conditioners, herbicide, pesticide, fungicide, pest treatment and other turf-management procedures stated in the Service Plan.

9.2 Sebplus determines the appropriate timing and application method for treatments using professional judgement, product instructions, legal requirements, turf condition and prevailing or forecast conditions.

9.3 A Client request does not require Sebplus to apply a herbicide, fertiliser, pesticide, fungicide or other treatment where we reasonably consider the application unsafe, ineffective, premature or likely to damage the lawn.

9.4 Sebplus may change the order of treatments within the programme because of season, weather, soil, grass growth, weed growth, turf stress, recent seeding, product restrictions or other professional considerations.

9.5 Changing treatment order or moving a treatment to a later suitable date for these reasons does not by itself constitute breach of contract.

10. Weed Control

10.1 Selective weed control will be applied only when the lawn, weeds, weather and environmental conditions are suitable for the particular product and treatment.

10.2 Weed control may be postponed during drought, heat stress, unsuitable temperatures, strong wind, anticipated unsuitable rainfall, waterlogging, dormancy, insufficient weed growth, recent seeding/overseeding/reseeding, or where young grass is not sufficiently established.

10.3 Sebplus will not carry out weed control merely because a Client requests it if doing so would conflict with product instructions or our reasonable professional judgement.

10.4 Where liquid weed control has been applied, the Client must follow the after-care instructions provided. Unless different product-specific instructions are given, the Client should not water the treated lawn for approximately 24 hours after application.

10.5 Rainfall shortly after treatment can affect efficacy. Sebplus may therefore move an appointment where forecast conditions create an unacceptable risk of ineffective application.

11. Fertiliser and Granular Treatments

- 11.1** Granular fertiliser and other granular treatments will be applied when Sebplus considers conditions appropriate.
- 11.2** Sebplus may postpone granular treatment during drought, extreme heat, unsuitable rainfall or other conditions where application could be ineffective or increase the risk of turf damage.
- 11.3** Where watering-in is required, the Client is responsible for watering the lawn in accordance with the instructions given. Unless different product-specific instructions are provided, watering should normally take place within 24 hours of application.
- 11.4** Sebplus is not responsible for scorch, stress or other deterioration to the extent it results from the Client failing to follow watering or other after-care instructions.

12. Newly Seeded, Overseeded and Reseeded Lawns

- 12.1** New grass requires an establishment period. During this period certain herbicides and other treatments may be unsuitable and may be delayed for a significant period.
- 12.2** Sebplus will decide when young grass is sufficiently established for a proposed treatment, taking account of grass development, mowing history, season, product label requirements and turf condition.
- 12.3** The presence of weeds during the establishment period does not automatically mean weed control should be applied immediately.
- 12.4** A weed-control treatment included in the programme may be postponed until the new grass can safely receive it.
- 12.5** The Client must not independently apply herbicides or other products to newly seeded areas without considering the effect on establishment and any instructions supplied by Sebplus.

13. Client Watering and Lawn After-Care

- 13.1** The Client is responsible for providing adequate watering and ongoing after-care following turfing, returfing, seeding, overseeding, reseeding and other treatments where watering is required.
- 13.2** Watering frequency and duration depend on season, temperature, rainfall, soil, shade, drainage and the type of work. The Client must follow the instructions provided and adjust watering reasonably to prevailing conditions.
- 13.3** New turf and seed may require systematic watering for an extended establishment period. Failure to water adequately can result in failed germination, dieback, shrinkage, scorch or loss of turf.
- 13.4** Sebplus does not install or supply automatic irrigation systems unless expressly agreed in a separate written quotation and accepts no responsibility for the operation, programming, adequacy or failure of a third-party irrigation system.
- 13.5** Where lawn damage results from failure to follow reasonable watering or after-care instructions, Sebplus is not responsible for that damage to the extent caused by that failure.

14. Preparation Before Lawn Treatments

- 14.1** Before a scheduled lawn treatment, the Client must ensure that the lawn is cut to the height reasonably requested by Sebplus and is suitable for treatment.
- 14.2** The Client must remove toys, furniture, hoses, temporary objects, excessive debris and other items that would obstruct or prevent even and safe treatment.
- 14.3** If the grass has not been cut as requested or the lawn is not sufficiently clear for the planned treatment, Sebplus may postpone that treatment.

14.4 The Client must ensure safe access for equipment and personnel.

15. Animal Waste, Pets and Children

15.1 The Client should remove animal faeces from lawns and working areas before our arrival.

15.2 Where dog faeces have not been removed and Sebplus reasonably needs to clear them to perform the Service, Sebplus may charge £15 + VAT for collection. Sebplus will provide appropriate waste bags and, where practicable, leave the securely bagged waste by the Client's appropriate refuse bin for the Client to dispose of.

15.3 The Client is responsible for keeping children and animals away from machinery, chemicals and active work areas as reasonably instructed.

15.4 Damage to lawns, planting or completed work caused by pets, animals or children is not covered as a workmanship defect unless the damage was caused by Sebplus's own failure to exercise reasonable care.

16. Existing Lawn and Site Problems

16.1 Lawn appearance and performance can be affected by drainage, compaction, shade, tree roots, poor or contaminated soil, pet urine, pests, chafer grubs, leatherjackets, fungal disease, irrigation problems, construction debris and other pre-existing or developing conditions.

16.2 Sebplus may identify or draw the Client's attention to such conditions, but doing so does not mean investigation or remediation is included in the existing programme.

16.3 At the Client's request, Sebplus may inspect further and provide a separate quotation for appropriate remedial work.

16.4 Unless expressly included, correction of underlying drainage, soil, pest, disease, structural or environmental problems is additional work.

17. Client Use of Chemicals and Third-Party Treatments

17.1 The Client should inform Sebplus of fertilisers, herbicides, pesticides, fungicides, moss treatments, seed, lawn products or other chemicals applied by the Client or a third party where this may affect our work.

17.2 Sebplus is not responsible for adverse interactions, over-application, scorch, discolouration, treatment failure or other damage to the extent caused by undisclosed or inappropriate products applied by the Client or another contractor.

17.3 Repeated failure to follow material after-care or treatment instructions may affect achievable results and may justify suspension of a treatment where continuing would be unsafe or professionally inappropriate.

18. Results, Natural Variation and Marketing Examples

18.1 Lawn and garden treatments are intended to improve condition over time, but results depend on weather, soil, watering, mowing, drainage, shade, use, pests, disease and continuing care.

18.2 Sebplus does not guarantee a completely weed-free, moss-free, pest-free or disease-free lawn, uniform germination in every area, or a particular cosmetic appearance where environmental factors prevent it.

18.3 Photographs, before-and-after images, previous projects, examples, descriptions and anticipated outcomes are illustrative of possible results and do not guarantee that another Site will achieve an identical result.

19. Weather and Environmental Policy

- 19.1** Sebplus may postpone, alter the sequence of, or reschedule outdoor Services because of drought, heatwave, frost, snow, ice, heavy rain, forecast rain, strong wind, waterlogging, saturated ground, excessively dry ground, unsuitable soil temperature, hosepipe restrictions or other environmental conditions.
- 19.2** Sebplus may also reschedule where machinery would cause avoidable rutting or compaction, chemicals could drift or wash off, fertiliser could scorch, or the planned work would otherwise be unsafe or ineffective.
- 19.3** The Client accepts that professional lawn and garden care cannot always be carried out on the originally proposed date and that postponement for these reasons is part of responsible service delivery.

20. Landscaping

- 20.1** Landscaping work will be carried out according to the accepted Quotation and agreed scope.
- 20.2** Unless otherwise agreed, a 30% deposit is required before landscaping work begins. Work will not normally commence until cleared funds are received.
- 20.3** The remaining balance is payable by the due date stated on the final or applicable invoice.
- 20.4** Additional work requested by the Client, or work required because of hidden conditions not reasonably apparent when quoting, may be separately charged following discussion where practicable.
- 20.5** Completion dates and project durations are estimates and may change because of weather, ground conditions, supplier delays, access, variations, discoveries on Site or other circumstances outside our reasonable control.

21. Deposits, Materials and Cancellation of Projects

- 21.1** A deposit may be used toward materials, supplier orders, mobilisation, administration and other reasonable preparatory costs for the project.
- 21.2** If the Client cancels after costs have been incurred, Sebplus may retain or charge an amount representing reasonable actual costs and losses arising from the cancellation, including non-returnable materials, specially ordered products, supplier cancellation charges and restocking fees, subject to applicable law.
- 21.3** Where part of a deposit remains after reasonable cancellation costs and legally recoverable losses are accounted for, any amount due back to the Client will be dealt with in accordance with applicable law.
- 21.4** Sebplus will not treat a deposit as automatically forfeited in circumstances where doing so would be unlawful or disproportionate.

22. Material Prices and Variations

- 22.1** Quotations are based on the information and supplier pricing reasonably available when prepared.
- 22.2** If material or supplier costs materially change before purchase or commencement of the affected work, Sebplus may provide a revised quotation before proceeding with that part of the work.
- 22.3** Client-requested variations may affect price, materials and completion time and should be agreed before the varied work is undertaken.

23. Real Turf, Seed and Lawn Installation

- 23.1** Sebplus provides a 60-day installation workmanship guarantee for newly installed real lawns where stated, subject to proper watering, after-care and conditions.

- 23.2** The guarantee covers problems directly caused by installation workmanship and does not cover drought, insufficient or excessive watering, flooding, puddling, drainage problems, pets, children, heavy traffic, equipment, pests, disease, fungus, extreme weather or other external causes.
- 23.3** Seeded lawns require time for complete germination and establishment. Natural variation and temporary bare areas do not automatically constitute defective workmanship.
- 23.4** Newly laid turf should generally be protected from heavy use for approximately 4-6 weeks, subject to specific instructions provided for the Site.

24. Artificial Lawns

- 24.1** Where applicable, Sebplus provides a 12-month workmanship guarantee for artificial lawn installation covering defects directly arising from faulty installation.
- 24.2** The guarantee does not cover normal wear and tear, UV fading, misuse, neglect, pets, sharp objects, heavy furniture, vehicles, fire, chemicals, flooding, subsidence, ground movement, drainage problems or pre-existing Site conditions outside our reasonable control.
- 24.3** Reasonable variations in pile direction, appearance or colour are normal characteristics and are not automatically defects.

25. Plants and Living Materials

- 25.1** Plants and living materials depend on weather, watering, soil, pests, disease and continuing care. Unless expressly agreed otherwise, survival cannot be guaranteed where failure results from circumstances outside our reasonable control.
- 25.2** Applicable supplier or nursery guarantees will be passed on where appropriate.

26. Pressure / Jet Washing

- 26.1** The Client must provide suitable access and, where required, an adequate water and electricity supply.
- 26.2** The Client should remove or protect fragile and valuable items before work begins.
- 26.3** Pressure washing does not guarantee complete removal of all stains, oil, rust, lichen, discolouration or deeply penetrated contamination.
- 26.4** Older, damaged, loose, poorly installed or delicate surfaces may react differently to cleaning. Sebplus may recommend an alternative method or decline work where there is a significant risk of damage.

27. Tree Work and Subcontractors

- 27.1** Sebplus may arrange tree work including pruning, crown reduction, shaping, dead-wood removal, felling and associated arboricultural Services.
- 27.2** Sebplus may engage suitably experienced and insured specialist subcontractors where appropriate. Subcontractors may contact the Client to arrange access or obtain technical information.
- 27.3** Unless otherwise agreed, quotations and invoices are issued by Sebplus and payments are made to Sebplus.
- 27.4** Where a specialist subcontractor performs work, responsibility and any claim will be assessed according to the circumstances, the Agreement, applicable law and the relevant insurance arrangements. Nothing in these Terms excludes liability that cannot lawfully be excluded.

28. Access Through Homes, Buildings and Communal Areas

- 28.1** Where the only or agreed access to a garden or work area is through a house, flat, garage, communal area or other building, the Client must tell Sebplus and authorises reasonable passage through the agreed route for the purpose of carrying out the Services.
- 28.2** The Client must provide a reasonably safe and unobstructed route and remove or adequately protect fragile, valuable or easily damaged items, floor coverings, ornaments, electronics, furniture and other belongings from that route.
- 28.3** The Client accepts that garden machinery, tools, materials and green waste may need to be carried through the authorised route. Sebplus will take reasonable care but is not responsible for pre-existing defects, unsuitable access, items left in the access route or circumstances outside our reasonable control.
- 28.4** Where access is authorised while nobody is present, Sebplus's access is solely for reaching the agreed work area and performing the Services. The Client must secure valuables, pets and areas not forming part of the authorised route and provide correct alarm, locking and access instructions.
- 28.5** Providing Sebplus with access does not make Sebplus responsible for the general supervision, security or safekeeping of the property or its contents.

29. Tenanted, Rented and Managed Properties

- 29.1** Where Services are arranged at a rented, tenanted, managed or otherwise occupied property, the person instructing Sebplus is responsible for obtaining all permissions reasonably required from the owner, landlord, tenant, occupier or managing agent.
- 29.2** The Client must ensure relevant occupants are informed where Sebplus is expected to pass through an occupied building or enter while nobody is present.
- 29.3** Sebplus may reasonably rely on the Client's confirmation that access has been authorised and is not responsible for disputes between landlords, tenants, owners, managing agents or other third parties where Sebplus reasonably relied on that authority.

30. Access Through a Neighbour's or Third Party's Property

- 30.1** Where access requires entry over land or property belonging to a neighbour or another third party, the Client is responsible for obtaining permission unless Sebplus expressly agrees otherwise in writing.
- 30.2** The Client should inform the third party of the access reasonably required, including movement of machinery, tools, materials or waste where relevant.
- 30.3** If permission is refused, withdrawn or unavailable when Sebplus attends, the visit may be postponed and the £30 + VAT failed-access/call-out charge may apply.
- 30.4** Sebplus will exercise reasonable care while using authorised third-party access but is not responsible for pre-existing defects, unsuitable access conditions or matters outside our reasonable control.

31. Keys, Gate Codes, Lockboxes and Alarms

- 31.1** Where the Client provides a key, gate code, lockbox code, alarm instruction or other access credential, Sebplus will use it only for legitimate purposes connected with the agreed Services and will take reasonable precautions in handling it.
- 31.2** The Client must promptly notify Sebplus if locks, keys, gate codes, lockbox codes, alarm details or access permissions change.
- 31.3** If a visit cannot be completed because Client-provided access information or equipment is incorrect, changed, unavailable or non-functioning, the £30 + VAT failed-access/call-out charge may apply.

31.4 The Client remains responsible for communicating any specific security procedure that is not reasonably apparent.

32. CCTV, Doorbells and Recording

32.1 Sebplus recognises that properties may use CCTV, video doorbells or other security systems. The Client is responsible for operating such systems lawfully and for any notices or information required by applicable data-protection law.

32.2 Security recording for legitimate property-protection purposes does not, by itself, prevent Sebplus from carrying out Services.

32.3 The Client must not use recordings of Sebplus personnel unlawfully, deceptively, for harassment, or in a manner that infringes applicable privacy, data-protection or other legal rights.

32.4 Where recording arrangements create a genuine safety, privacy or harassment concern for personnel, Sebplus may raise the issue, request reasonable adjustments, or suspend attendance while the matter is addressed.

33. Photography and Video by Sebplus

33.1 Sebplus may take photographs or video of work before, during and after completion for job records, quality control, portfolio documentation and marketing.

33.2 Public-facing material will not intentionally include identifiable individuals without appropriate consent, and identifying information such as house numbers or vehicle registrations will be avoided, obscured or removed where reasonably necessary.

33.3 A Client may contact Sebplus regarding concerns about promotional use of images of their property. Any use of personal data remains subject to applicable data-protection law.

34. Underground and Hidden Services

34.1 Before landscaping, excavation, aeration or other work that may affect concealed services, the Client must disclose known or reasonably identifiable underground or hidden services, including irrigation pipes, electrical cables, drainage, water pipes, communication lines, structures and similar hazards.

34.2 Where such systems were installed by another contractor, the Client should obtain relevant plans or information from that installer where reasonably available.

34.3 Sebplus is not responsible for damage to undisclosed or incorrectly identified concealed services to the extent the damage could not reasonably have been avoided by exercising reasonable care.

34.4 Unexpected roots, concrete, foundations, buried waste, services or other hidden conditions may require additional work and may affect price and timing.

35. Parking, Permits, Congestion and Access Costs

35.1 Reasonable parking, permits, congestion, tolls or unusual access-related charges incurred specifically for the Client's Site may be added where the Client has been informed that such charges apply or where they are expressly included in the Quotation.

36. Prices, VAT and Invoicing

36.1 Prices are those stated in the accepted Quotation, Service Plan or other written agreement.

36.2 Minimum One-Hour Labour Charge. Where Services are charged by time, a minimum labour charge of one (1) hour per worker will apply. This means that each worker attending the Site will be charged for a minimum of one hour, even where the Services take less than one hour to complete. For example, where

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two workers attend and complete the Services within one hour, the minimum charge will be equivalent to two hours of labour at the agreed hourly rate. After the first hour, additional time may be charged in 15-minute increments per worker at the applicable rate.

36.3 Unless expressly stated otherwise, business quotations may be stated exclusive of VAT, with VAT added at the applicable rate. Consumer pricing and invoicing will be presented in accordance with applicable legal requirements.

36.4 Invoices must be paid by the due date shown on the invoice.

36.5 Recurring plans may be paid by standing order, Direct Debit or another agreed method.

36.6 Sebplus may suspend future Services after reasonable notice where undisputed sums remain overdue, subject to applicable law.

37. Price Changes for Recurring Services

37.1 Sebplus may review recurring Service prices and propose a revised price by giving reasonable written notice.

37.2 Where the Client does not wish to continue at the revised price, the Client may give one month's written notice in accordance with the cancellation provisions, or may request immediate cessation of future visits while paying the sums properly due for scheduled visits/contractual charges falling within the applicable notice period, subject to statutory rights and applicable law.

38. Cancellation of Recurring Services and Minimum Terms

38.1 A Lawn Care Programme with a stated 12-month minimum term is a fixed minimum commitment, subject to statutory cancellation and termination rights.

38.2 After the minimum term has expired, recurring Services may normally be cancelled by giving one month's written notice unless a different notice arrangement is expressly agreed.

38.3 Where the Client requests that Services stop immediately during an applicable notice period, Sebplus may charge the amounts properly due for the Services or scheduled visits falling within that notice period, to the extent permitted by law.

38.4 If a Client seeks to end a fixed minimum term early without a statutory or contractual right to do so, Sebplus may seek reasonable amounts representing Services supplied and losses reasonably arising from early termination, taking account of costs saved and the discounted nature of the programme. Sebplus will not impose a disproportionate penalty.

38.5 Nothing in this section restricts a Consumer's statutory rights where Sebplus materially fails to perform its obligations.

39. Consumer Cooling-Off Rights

39.1 Where applicable law gives a Consumer a right to cancel a distance or off-premises service contract, the Consumer may cancel within the applicable statutory cooling-off period, normally 14 days from conclusion of the service contract, without giving a reason. Sebplus will provide the cancellation information required by applicable law and a model cancellation form where required. The Consumer may use the model form but is not required to do so; a clear statement communicating the decision to cancel is sufficient where the statutory right applies.

39.2 Where the Consumer expressly requests Services to begin during the cooling-off period and then validly cancels, the Consumer may be required to pay a proportionate amount for Services properly supplied up to cancellation where permitted by law. Where the Service has been fully performed during the cancellation period, the statutory right to cancel may be lost only where the legal requirements for that consequence have been satisfied.

39.3 Nothing in these Terms removes or restricts statutory cancellation rights.

40. Business Clients

40.1 Where the Client is a Business Client, the parties acknowledge that the Agreement is entered into for business purposes.

40.2 Sebplus may exercise statutory rights relating to late commercial payments and reasonable debt-recovery costs where applicable.

40.3 Any additional business-specific terms stated in the Quotation or Service Plan will apply together with these Terms.

41. Payment Disputes and Chargebacks

41.1 If the Client disputes an invoice or believes a Service has not been properly supplied, the Client should contact Sebplus promptly with details so the matter can be investigated.

41.2 Where a card or payment-provider dispute/chargeback is raised, Sebplus may provide the payment provider with relevant evidence of the Agreement, attendance, communications, photographs, invoices and Services supplied, subject to applicable data-protection law.

41.3 Nothing in this section prevents a Client from exercising a lawful chargeback, card, banking or statutory remedy.

42. Complaints

42.1 Complaints should be made as soon as reasonably practicable after the Client becomes aware of the issue so that evidence can be reviewed and, where appropriate, the Site can be inspected.

42.2 The Client should provide sufficient details, dates, photographs or other reasonable information to allow the complaint to be investigated.

42.3 Sebplus will consider the complaint and may request access to inspect the alleged problem.

42.4 A delay in reporting may make it more difficult to determine cause, particularly where weather, third-party work, use, watering, pets or ongoing deterioration may affect the evidence.

42.5 Nothing in this complaints procedure reduces statutory rights or remedies.

43. Damage, Loss and Reporting

43.1 Sebplus will take reasonable care when carrying out Services and when using authorised access routes.

43.2 If the Client believes Sebplus caused damage or loss, the Client should report it as soon as reasonably practicable and provide reasonable supporting information.

43.3 The discovery of damage or an allegedly missing item after a Sebplus visit does not by itself establish that Sebplus caused the loss or damage.

43.4 Where evidence establishes that a Sebplus employee negligently caused damage in the course of work, Sebplus may, depending on the circumstances, arrange a repair, agree a reasonable payment for proven loss, or refer the matter to its insurer.

43.5 Where work was performed by an independent specialist subcontractor, the circumstances and applicable contractual/insurance arrangements will be investigated and handled accordingly.

43.6 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded.

44. Property Left Unattended

- 44.1** Where the Client authorises Sebplus to enter or pass through a home, rented property or other building while nobody is present, the Client is responsible for securing valuables, cash, jewellery, personal documents and other sensitive or valuable belongings before the visit.
- 44.2** Sebplus personnel are authorised only to use the agreed access route and areas reasonably necessary to perform the contracted Services.
- 44.3** Sebplus is not responsible for the general inventory, supervision or safekeeping of belongings in an unattended property and cannot accept responsibility for unexplained loss merely because personnel had authorised access.
- 44.4** This clause does not exclude liability where reliable evidence establishes that loss or damage was caused by the wrongful act or negligence of Sebplus or where liability cannot lawfully be excluded.

45. Abusive, Threatening or Unsafe Behaviour

- 45.1** Sebplus personnel and subcontractors are entitled to a safe working environment.
- 45.2** Threats, intimidation, harassment, discriminatory abuse, physical aggression, deliberate obstruction or other seriously unsafe behaviour may result in personnel leaving the Site immediately.
- 45.3** Sebplus may suspend or terminate Services for serious or repeated behaviour of this kind. Where practicable and appropriate, reasonable notice will be given, but immediate withdrawal may occur where safety requires it.

46. Health and Safety

- 46.1** Sebplus will comply with applicable health and safety requirements and will take reasonable steps to assess material Site risks.
- 46.2** The Client must disclose known hazards and comply with reasonable instructions concerning access, children, animals, chemicals, machinery and working areas.
- 46.3** Sebplus may stop work where continuing would create an unacceptable safety risk.

47. Delays and Events Outside Reasonable Control

- 47.1** Sebplus is not responsible for delay caused by events outside our reasonable control, including severe weather, flooding, drought, strikes, supplier disruption, road/access restrictions, equipment failure despite reasonable maintenance, illness, government restrictions or similar events.
- 47.2** Sebplus will take reasonable steps to minimise disruption and resume or rearrange Services when reasonably possible.

48. Workmanship Guarantees

- 48.1** Unless a specific Service has a different guarantee stated in these Terms or the Quotation, applicable installation and construction work may carry a 12-month workmanship guarantee where stated.
- 48.2** The guarantee covers defects directly caused by our workmanship and does not cover normal wear, natural settlement, weather damage, lack of maintenance, misuse, third-party alterations, accidental damage or causes outside our reasonable control.
- 48.3** Where a valid workmanship defect is established, Sebplus will provide an appropriate remedy in accordance with applicable law and the circumstances.

49. Materials and Natural Products

49.1 Materials supplied by Sebplus will meet applicable legal standards.

49.2 Manufacturer or supplier warranties apply where relevant.

49.3 Natural products such as stone, timber, turf and plants may reasonably vary in colour, texture, dimensions and appearance. Normal natural variation is not automatically a defect.

50. Data Protection and Communications

50.1 Sebplus may process Client information for quotations, scheduling, service delivery, access arrangements, invoicing, communication, record keeping, dispute handling and legal/regulatory compliance.

50.2 Personal data will be handled in accordance with applicable UK data-protection law and any applicable Privacy Policy.

50.3 The Client agrees that routine contractual communications may be sent by email, SMS, telephone or other contact method provided by the Client.

50.4 Electronic acceptance, email confirmation, payment or other clear written/electronic confirmation may be used to evidence acceptance of an Agreement.

51. Sale or Change of Occupancy of Property

51.1 If the Client sells, lets, vacates or otherwise ceases to control the Site during an ongoing programme, the Client must notify Sebplus promptly.

51.2 The Agreement does not automatically transfer to a purchaser, tenant or new occupier without Sebplus's agreement.

51.3 Any cancellation or outstanding minimum-term obligations will be handled under the applicable cancellation provisions and statutory rights.

52. Assignment and Subcontracting

52.1 Sebplus may use employees and appropriately selected subcontractors to perform Services.

52.2 The Client may not transfer material rights or obligations under the Agreement where this would materially affect performance without Sebplus's written agreement.

53. Severability, Waiver and Entire Agreement

53.1 If any provision is found invalid or unenforceable, the remaining provisions continue to apply to the extent permitted by law.

53.2 A failure to enforce a contractual right immediately does not necessarily waive that right.

53.3 The accepted Quotation, Estimate or Service Plan together with these Terms forms the Agreement, subject to statements or rights that applicable law requires to be treated otherwise.

54. Consumer Rights

54.1 Nothing in these Terms affects statutory rights available to Consumers.

54.2 Consumer Services will be supplied with reasonable care and skill as required by applicable law.

54.3 Any exclusion, limitation, cancellation provision, guarantee or remedy in these Terms applies only to the extent permitted by law.

55. Governing Law and Jurisdiction

55.1 These Terms and the Agreement are governed by the laws of England and Wales.

55.2 Where the Client is a Consumer, nothing in this clause removes any mandatory jurisdictional rights available under applicable law.

55.3 Subject to mandatory Consumer rights, disputes will be dealt with by courts having jurisdiction under the laws of England and Wales.

56. Contact and Formal Notices

56.1 Formal notices, including contractual cancellation notices, should be sent using the Sebplus contact details stated on the relevant Quotation, invoice, Service Plan or company correspondence.

56.2 Email may be used for notices where appropriate and where the sender can reasonably evidence transmission.

57. Changes to These Terms and Conditions

57.1 Sebplus LTD may update, amend or replace these Terms and Conditions from time to time to reflect changes in its Services, operating procedures, prices, legal or regulatory requirements, health and safety requirements, or other legitimate business reasons.

57.2 The version of the Terms accepted when a Contract is formed will normally govern that Contract. Where an ongoing or recurring Service continues after updated Terms take effect, Sebplus may apply the updated Terms to future Services where permitted by law and where the change does not unlawfully remove or reduce rights already accrued under the existing Contract.

57.3 Sebplus is not required to obtain a new signature each time these Terms are updated. Where applicable law requires notice of a material contractual change, Sebplus will provide the notice required by law.

57.4 The current version of these Terms may be made available electronically, on request, with a Quotation, Service Plan, invoice, booking confirmation or through another reasonable method used by Sebplus.

57.5 A Client who accepts a Quotation, Estimate, Service Plan, booking or appointment, makes a required payment, instructs Sebplus to commence work, or knowingly continues to use the Services after being given or directed to the applicable Terms will be treated as accepting those Terms, subject always to applicable consumer law and any statutory rights that cannot lawfully be excluded.

57.6 No provision in this section permits Sebplus to impose a retrospective material change on a Consumer where doing so would be unfair or unlawful.

58. Right to Refuse Unsafe or Inappropriate Work

58.1 Sebplus may refuse, suspend, postpone or stop any Service where the Site, weather, access, animals, chemicals, structures, equipment, Client instructions or behaviour create a material health, safety, environmental or professional risk.

58.2 Sebplus is not required to follow a Client instruction that would breach applicable law, product instructions, health and safety requirements, or Sebplus's reasonable professional judgement.

58.3 Where a visit cannot proceed because of a Client-controlled unsafe condition that the Client was reasonably expected to correct, the applicable call-out or wasted-visit charge may apply.

59. Overgrown, Neglected or Materially Changed Gardens

59.1 Recurring maintenance prices assume that the Site remains broadly within the condition and maintenance cycle contemplated when the Service was quoted.

59.2 If visits have been missed, refused or cancelled, or the Site has become materially more overgrown, obstructed or labour-intensive than reasonably anticipated, Sebplus may limit the visit to the work achievable within the agreed scope or offer additional time/work at the applicable rate.

59.3 Where additional authorised labour is charged by time, it may be billed in 15-minute increments at the applicable rate.

60. Contaminated or Non-Green Waste

60.1 Green-waste arrangements apply only to waste generated by or expressly included within the agreed Services.

60.2 Waste mixed with soil, rubble, stones, plastic, glass, metal, animal waste, household rubbish, hazardous material or other contamination may require separate handling and may incur additional charges.

60.3 Sebplus may decline to remove waste that cannot lawfully or safely be transported or disposed of through the normal green-waste route.

61. Pre-Existing Damage and Fragile Structures

61.1 The Client must tell Sebplus about known fragile, defective or unstable features including fences, gates, walls, paving, decking, sheds, glass, ornaments, drainage covers, irrigation components and other structures within or near the working area.

61.2 Sebplus is not responsible for deterioration or failure caused by a pre-existing defect, rot, corrosion, instability, poor installation, age or ordinary wear where reasonable care has been used.

61.3 Sebplus may photograph visible pre-existing damage or Site conditions before or during work for job records, safety, quality control and dispute prevention.

62. Hidden Objects in Grass and Working Areas

62.1 Before mowing, scarification, aeration or other machinery work, the Client must remove or identify stones, metal, glass, wire, toys, cables, irrigation heads, pegs, garden lighting and other objects that may be concealed by grass or vegetation.

62.2 Sebplus is not responsible for damage to undisclosed concealed items that could not reasonably have been identified before work using reasonable care.

62.3 Where an undisclosed object causes damage to Sebplus equipment, Sebplus may seek reasonable repair or replacement costs from the Client where legally recoverable and where the Client was responsible for the concealed hazard.

63. Boundaries, Neighbours and Permissions

63.1 The Client is responsible for correctly identifying the boundaries of the Site and for telling Sebplus where ownership or responsibility is uncertain.

63.2 The Client must obtain any neighbour, landlord, freeholder, managing-agent or third-party permission required for work or access unless Sebplus expressly agrees in writing to obtain it.

63.3 Sebplus is not responsible for a boundary or ownership dispute where it reasonably relied on information or authority supplied by the Client.

64. Planning Permission, Conservation Areas and Protected Trees

64.1 The Client must disclose any known planning restrictions, conservation-area status, Tree Preservation Orders, covenants, landlord restrictions or other controls that may affect the requested work.

64.2 Where specialist consent, notification or approval is required, responsibility for obtaining it rests with the Client unless the Quotation expressly states that Sebplus will arrange it.

64.3 Sebplus may postpone or refuse affected work until satisfactory evidence of required permission is available.

65. Utilities - Water and Electricity

65.1 Where a Service reasonably requires water or electricity from the Site, the Client must provide a safe, accessible and functioning supply unless the Quotation states otherwise.

65.2 If the required supply is unavailable or unsafe and the Service cannot reasonably proceed, Sebplus may postpone the visit and a failed-access/wasted-visit charge may apply where the circumstances were within the Client's control.

66. Third-Party Work After Sebplus

66.1 Sebplus is not responsible for deterioration, alteration, contamination or damage to completed work caused by the Client or another contractor after Sebplus has completed the relevant Service.

66.2 Where another contractor changes, treats, excavates, installs, repairs or otherwise interferes with an area previously serviced by Sebplus, any guarantee or remedy will be assessed by reference to the actual cause of the problem.

67. Pests, Disease and Biological Conditions

67.1 Pests, fungal disease and other biological conditions can recur or develop because of weather, soil, neighbouring land, wildlife and other factors outside Sebplus's control.

67.2 Treatment does not guarantee permanent eradication of chafer grubs, leatherjackets, fungi, moss, weeds, pests or disease.

67.3 Further inspection, repeat treatment or remedial work may be separately chargeable unless the need for repeat work results from a failure by Sebplus to provide the contracted Service with reasonable care and skill.

68. Treatment Records and Evidence of Service

68.1 Sebplus may maintain reasonable service records including attendance records, photographs, treatment notes, product details, quantities, Site observations, weather conditions, access records and communications.

68.2 Such records may be used for service management, legal/regulatory compliance, quality control, invoicing and the investigation or defence of complaints and payment disputes, subject to applicable data-protection law.

69. Client Contact Details and Notices

69.1 The Client is responsible for keeping Sebplus informed of current telephone numbers, email addresses, billing details, Site address and relevant access information.

69.2 Unless Sebplus has been notified of a change, Sebplus may use the most recent contact details supplied by the Client for routine contractual communications.

69.3 A failed delivery caused by outdated or incorrect contact information supplied by the Client does not by itself make Sebplus responsible for the Client not receiving the communication.

70. Non-Payment and Consequences of Suspension

- 70.1** Where Sebplus lawfully suspends recurring Services because undisputed payments remain overdue, the Client remains responsible for reasonable consequences of the interruption that are outside Sebplus's control, including additional growth, weeds or deterioration occurring during the suspension.
- 70.2** Restoring a Site after a prolonged suspension may require additional work and a revised quotation or additional labour charge.
- 70.3** Nothing in this clause permits Sebplus to charge unlawful penalties or restrict statutory Consumer rights.

71. Debt Recovery

- 71.1** Sebplus may take reasonable and lawful steps to recover overdue sums, including reminders, formal demands, court proceedings and the use of professional debt-recovery services where appropriate.
- 71.2** Business Clients may be liable for statutory interest and recovery compensation/costs where applicable. Any recovery costs sought from Consumer Clients will be limited to amounts that are lawful, fair and reasonable.

72. Payments to Sebplus and Authority of Personnel

- 72.1** Unless Sebplus expressly confirms otherwise, payments must be made to Sebplus LTD using the payment method stated on the invoice or other authorised payment instruction.
- 72.2** Employees and subcontractors are not authorised to vary the Contract, waive invoices, grant discounts or accept cash or other payment on behalf of Sebplus unless Sebplus has expressly authorised them to do so.

73. Direct Engagement of Sebplus Personnel

- 73.1** Clients should not use the Service relationship to bypass Sebplus and privately engage Sebplus employees or subcontractors to perform substantially similar work introduced through Sebplus without first discussing the arrangement with Sebplus.
- 73.2** Any restriction or remedy under this clause will apply only to the extent that it is reasonable and legally enforceable and will not prevent a person from lawfully choosing their employment or trade.

74. Contractual Communications and Evidence

- 74.1** Quotations, Service Plans, invoices, emails, SMS messages, WhatsApp or similar business messages, booking records, photographs and other written/electronic communications may form part of the evidence of instructions, variations, access arrangements, appointments and Services supplied.
- 74.2** A material change to the agreed scope or price should be confirmed in writing where reasonably practicable.

75. Emergency or Unexpected Property Incidents

- 75.1** If Sebplus personnel discover an apparent urgent problem while lawfully on Site, such as an open gate, significant leak, dangerous damage or other obvious risk, Sebplus may make reasonable efforts to contact the Client or take a limited reasonable step to reduce immediate risk where it is safe to do so.
- 75.2** Sebplus does not provide property-management, security-monitoring or emergency-response services and does not assume a continuing duty to supervise an unattended property.

76. Quotations Based on Visible and Disclosed Conditions

- 76.1** Quotations and Estimates are prepared using conditions that could reasonably be observed and information supplied by the Client at the time.
- 76.2** Hidden ground conditions, concealed structures, buried materials, inaccessible areas, undisclosed defects or materially inaccurate Client information may require a variation, additional work or revised price.
- 76.3** Where practicable, Sebplus will explain the issue and obtain agreement before carrying out material additional chargeable work.

77. Measurements, Quantities and Natural Site Variation

- 77.1** Estimated quantities of soil, seed, turf, bark, aggregates, fertiliser, paving and other materials may change where actual levels, compaction, wastage, cuts, ground profile or Site conditions differ from what could reasonably be assessed before work.
- 77.2** Material variations that affect price will be dealt with under the variation and revised-quotation provisions.

78. Ownership of Uninstalled Goods and Materials

- 78.1** Where legally permitted and reasonably practicable, identifiable Goods or materials supplied for a project remain the property of Sebplus until the sums due for those Goods have been paid.
- 78.2** This clause does not permit Sebplus to remove materials where removal would be unlawful, unsafe, cause disproportionate damage, or conflict with mandatory Consumer rights.

79. Intellectual Property in Quotations and Designs

- 79.1** Unless expressly transferred in writing, copyright and other intellectual-property rights in Sebplus-created quotations, drawings, layouts, planting plans, specifications, photographs, schedules and original design material remain with Sebplus.
- 79.2** The Client may use material supplied for the purpose of considering and receiving the contracted project, but may not commercially reproduce, sell or provide original Sebplus design material to another contractor for copying where doing so would infringe Sebplus's intellectual-property rights.

80. Treatment Decisions Are Based on Lawn Requirements

- 80.1** The Client purchases professional lawn-care Services rather than the right to direct the use of a particular chemical or product on a particular day.
- 80.2** Sebplus will determine whether a planned treatment is appropriate by reference to the lawn's condition, the target problem, product instructions, legal requirements, weather and reasonable professional judgement.
- 80.3** Refusing or postponing an inappropriate Client-requested treatment does not by itself amount to failure to provide the Lawn Care Programme.

81. Weather Forecasts and Unexpected Weather

- 81.1** Scheduling and treatment decisions may rely on reasonable weather information and forecasts available at the time of planning or application.
- 81.2** Weather can change unexpectedly. Sebplus does not guarantee the accuracy of third-party weather forecasts and is not automatically responsible merely because unexpected rain, heat, frost, wind or another weather event occurs after a treatment.

81.3 Any remedy or repeat treatment will depend on the actual circumstances, product requirements, treatment outcome and whether Sebplus exercised reasonable care and skill.

82. Repeat Treatments and Free Re-Treatment

82.1 A treatment will not automatically be repeated free of charge solely because the Client considers the result insufficient.

82.2 Where reduced efficacy or deterioration is caused by weather, watering, mowing, soil, drainage, shade, pests, disease, Client actions, third-party products or other factors outside Sebplus's reasonable control, a repeat or additional treatment may be chargeable.

82.3 Where a treatment materially failed because Sebplus did not provide the contracted Service with reasonable care and skill, Sebplus will consider an appropriate remedy in accordance with applicable law.

83. Sale, Transfer or Reorganisation of the Business

83.1 Sebplus LTD may sell, transfer, assign or otherwise dispose of all or part of its business, assets, goodwill and customer contracts, or may merge, reorganise or transfer the business to a successor entity, subject to applicable law and any rights that cannot lawfully be excluded.

83.2 Where reasonably necessary for a genuine sale, acquisition, merger, reorganisation, due-diligence process or continuation of the Services, Sebplus may disclose or transfer relevant Client and business records to prospective purchasers, professional advisers, funders, insurers or a successor business, subject to appropriate confidentiality, security and data-protection safeguards.

83.3 Any transfer of personal data, including Client names, addresses, telephone numbers, email addresses, service history, quotations, invoices, access information and other records, will be limited to information that is reasonably necessary for the relevant transaction or continuation of the Services and will be handled in accordance with applicable UK data-protection law.

83.4 Sebplus will establish and document an appropriate lawful basis for any transfer of personal data and will take reasonable steps to ensure that the recipient uses the information only for lawful and compatible purposes.

83.5 Where a transaction results in a change of data controller or applicable law requires information to be provided, affected individuals will be given the privacy information or notice required by law and will retain their applicable data-protection rights.

83.6 This clause does not permit Sebplus or a purchaser to sell or use Client contact details as an unrelated marketing list merely because the business has been sold. Any direct-marketing use remains subject to applicable data-protection and electronic-marketing rules.

83.7 Where a Client Contract is transferred as part of a genuine business sale or reorganisation, the successor business may continue to perform the Services and administer the Contract, subject to applicable law and the Client retaining any mandatory statutory rights.

84. Garden Maintenance Service Plans and Monthly Instalments

84.1 Cancellation / Change of Circumstances. For an ongoing Garden Maintenance Service paid by monthly instalments, the Client may cancel by giving one month's written notice, unless a different minimum term or notice period is expressly stated in the accepted Quotation or Service Plan. Services and payments will continue in accordance with the Agreement during the notice period, after which the ongoing Service will end with no further recurring commitment, subject to sums properly due and any statutory rights.

84.2 Property Access. The Client is responsible for providing reasonable access to the areas to be maintained on scheduled visit days. If access is unavailable, Sebplus will make reasonable efforts to rearrange the visit where practicable. Where a visit cannot be completed because access for which the

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Client was responsible was not provided, the scheduled visit may remain chargeable and any applicable failed-access or wasted-visit charge under these Terms may apply.

84.3 Weather and Rescheduling. Garden Maintenance is weather dependent. Where weather, ground conditions or other environmental conditions make the planned work unsuitable, unsafe or likely to cause avoidable damage, Sebplus may postpone the visit and will aim to rearrange it as soon as reasonably practicable. Where practicable, Sebplus will communicate material scheduling changes to the Client.

84.4 Changes to Scheduled Visits. Visit dates and arrival times are scheduling targets unless expressly confirmed as fixed. Sebplus may adjust scheduled visits because of weather, access, seasonal requirements, staff or equipment availability, safety considerations or other circumstances affecting the work. A postponed visit remains part of the agreed Service where it is still included and required.

84.5 Payment Summary. The selected payment option, number of instalments, instalment amount, VAT and total agreed plan cost will be stated in the accepted Quotation, Service Plan or Payment Summary, as applicable.

84.6 Monthly Plan - Equal Monthly Instalments. Where a Garden Maintenance Service is sold as a monthly instalment plan, the stated number of equal monthly instalments are payments towards the total agreed plan cost and do not represent payment for a specific calendar month or individual visit. The number of scheduled visits may therefore differ from the number of monthly instalments. Payment dates and the payment method will be agreed with the Client.

84.7 Continuation of Instalments. Monthly instalments remain payable in accordance with the agreed payment schedule even where the timing or number of physical visits varies because of the agreed Service Schedule, seasonal requirements or reasonable rescheduling, provided that Sebplus continues to supply the contracted Service in accordance with the Agreement and applicable law.

84.8 Price Review. The price stated in the accepted Quotation, Service Plan or Payment Summary applies to the stated service period. Any continuation or renewal beyond that period may be subject to a price review. Any revised price will be communicated in advance and will apply only in accordance with the Agreement and applicable law.

84.9 Additional Works. Work outside the agreed Garden Maintenance scope is additional work and will be discussed and quoted or priced separately. Sebplus will not undertake material additional chargeable work without the Client's prior agreement, except where another provision of these Terms expressly permits a stated charge or where immediate action is reasonably necessary for safety and is permitted by law.

Company Details

Sebplus LTD

Company number: 16345853

Registered in England and Wales

Registered office: Unit B17, Alison Business Centre, Alison Crescent, Sheffield, South Yorkshire, England, S2 1AS

Email: info@sebplus.co.uk

Telephone: 07527 628000

Website: www.sebplus.co.uk

Appendix 1 - Consumer Cancellation Form

Use this form only if you wish to cancel a contract where a statutory right to cancel applies. You may cancel by another clear statement instead of using this form.

To: Sebplus LTD, Unit B17, Alison Business Centre, Alison Crescent, Sheffield, South Yorkshire, England, S2 1AS

Email: info@sebplus.co.uk

I/We hereby give notice that I/We cancel my/our contract for the supply of the following service(s):

Ordered / agreed on: _____

Name of consumer(s): _____

Address of consumer(s): _____

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

Date: _____

This form is provided for consumer contracts where the statutory cancellation rules apply. It does not create a cancellation right where the law does not provide one.