



Noah – Ground Screw Base - Terms and Conditions

When a customer purchases a ground screw base from Noah Garden Rooms, the customer is agreeing to the terms and conditions as set out below. Customers are advised to read the following terms and conditions carefully.

Our terms and conditions do not affect your statutory rights.

Our details and contact

Our contact details are available on our website:- www.noahgardenrooms.co.uk

Telephone calls to and from our office are recorded. When payments are made over the telephone, we will put you on a secure line which is not recorded.

Placing your order

The ground screw base is suitable for the following ground materials:-

- **Grass**
- **Hardcore**
- **Clay**
- **Soil**
- **Chalk**
- **Sandstone**

If the ground is not any of the materials above, then we would not be able to install the ground screw base. If you are unsure about your ground material, please speak to one of our team.

The above ground material needs to be at least 725mm in depth.

The ground screw base is supplied and designed on the basis of a garden room (and subsequent weight) being installed on top of this. If you plan to have heavy items/equipment in the garden room (i.e. a gym/hot tub etc), then please make us aware and we can quote for additional ground screws to add to the support.

It is helpful to receive pictures of where the base is due to be installed, however, as measurements and underground issues cannot be seen clearly from pictures (i.e. amount of variance), we cannot confirm any details on the basis of photographs.

We will give you an estimated installation date at the point of ordering. Around 4 weeks prior to the estimated date given, we will confirm a specific date that we intend to install the base for you. We will give our best efforts to get the base done for you on the date given. If for some reason we cannot make this date due to extreme circumstances (for example, breakdowns, strikes, material shortages, sickness or other factors beyond our control), you will be informed either before or on the date at the earliest time and a new delivery date will be given. There will be no compensation due should we be unable to attend for one of these factors.

All our pricing and charges include VAT.

We request a 25% deposit at the point of order. 10% of your base total cost is a non-refundable deposit. Any payments above the 10% non-refundable deposit also become non-refundable 21 days before delivery.



Cancellation period and fees

At least 21 days notice for postponement or cancellation is required. If the 21 days is not met, we have the right to charge a full fee which could be up to the total amount of the base. If you place and confirm your order within the 21 day period, you will automatically fall within this period and will be charged a fee should you postpone or cancel after agreeing the date.

IMPORTANT INFORMATION – Before we arrive

It is the customers responsibility to check and inform us of any underground services (i.e. electricity, telecoms, gas pipes, drainage/water etc.) in the area where the ground screw base is due to be installed. Noah Garden Rooms accepts no liability should any underground services be damaged or affected by the ground screw base.

The maximum range from the lowest to highest point of the ground must not exceed 12 inches.

The base must be installed with 1 foot of clearance all the way around to allow for the building to be erected and maintained fully.

Access to the site will be provided by the customer. We always deliver with a 3.5 ton flatbed. The customer must consider whether the access to the property (i.e. width of the road) is sufficient.

We require 8 ft height access and 3 ft width to get to your base. Under no circumstances will our materials be carried over garage roofs, fences, hedges, etc. Some materials are of a large size so you also need to consider sharp corners, steps, banks etc. We will not carry materials up steps unless this is previously agreed with the office via email/recorded telephone call. We also will not carry materials through a house. Please also consider the distance from the delivery vehicle to where the base is being erected. We would consider an average carry (distance from the vehicle to the base) to be 100ft. If your carry is longer than this, please contact our office so that we can discuss options with you.

The customer must advise us if there are any access difficulties. There is only a certain amount of time allocated to each job so it is important that these are considered before the day. If you are unsure about any potential access problems, please contact the office to discuss. The office will always advise where possible. We will request photographs and measurements to be sent via email to info@noahgardenrooms.co.uk to be able to give you approval.

We take no responsibility for any onsite inaccuracies that are beyond our control. Inadequate groundworks, insufficient access requirements or any obstructions that arise on site will incur additional penalties as per our additional costs section.

In the event of any of these factors, our fitters will leave the materials for the base at your property. There will be an additional charge should we need to re-attend to install the base at a later point – please refer to our additional costs section.

If a customer chooses to collect their base materials, it is the customers responsibility to bring a sufficient vehicle which can take the size and weight of the materials.

We are not obliged to check any planning permission within your area. The onus is on the customer to have this confirmed prior to any ordering process.

Delivery and installation

Delivery is arranged for convenience of the company in agreement with the customer. We as a company operate throughout England and Wales and it can be difficult to give an accurate time to



when the base would be delivered and installed to you. In order to attempt better customer service than most of our competitors, an estimated time will be given when asked and our fitters, if possible, will give a courtesy call to give notice of arrival. Although an estimated time and date is given, we cannot guarantee this time slot as delays are occasionally inevitable due to unforeseen circumstances which are beyond our control. We would not be liable for any delay or failure to delivery on the estimated date.

Customers will need to make sure that someone is present on the day of installation. It is the customers' responsibility to ensure that arrangements for installation of the base is made. In the event of the customer failing to keep arrangements, which makes delivery impossible, we reserve the right to charge a fee to return to install the base at a later point and there is no discount due if you subsequently choose to install this yourself.

Once the base installation has started, we will not be able to reposition your base anywhere else so please make sure that you identify the required location in the first instance. Please ensure that the base area is clearly marked as to where you would like the base to be installed.

We will not take responsibility for accidental damage to your property caused during the installation process.

In the event that a customer chooses to collect or arrange their own courier – it is the responsibility of the customer and/or the courier company to check the materials before loading onto their vehicle. We accept no responsibility for any items damaged in transit or reported damaged after they have left our unit.

Force Majeure

Force majeure is defined as any cause to our bases or buildings deemed beyond our control. This includes (but is not limited to) act of God, War, Terrorism, Flood, Weather, Explosion, Natural catastrophes, Civil/military disturbances, Strikes and theft. We will not be held liable or responsible for any failure or delay in our terms and conditions if said cause is due to Force Majeure.

Additional costs

If you cancel the order after a deposit has been paid, there will be a fee charged between 10% (non-refundable deposit) if earlier than 21 days before installation. If you are within the 21 days before installation, we reserve the right to charge anything up to the full value of the base when the order is cancelled. (See cancellation period and fees).

If we are unable to install the base, through no fault of our own, there will be a charge for us to reattend. This fee is payable by the customer prior to any attempt to re-attend. The reattend fee is dependent upon your base size and your distance from us. This fee can be anything up to 75% of your total order value plus any additional mileage charges.

If are unable to install the base, then the initial charge will still stand and is non-refundable. There will be no discount if you choose to subsequently install the base yourself.