Harvey's Refund Policy – 30-Day Service Guarantee

Version 3 – effective 21/11/2026 – replaces Version 2 (19/04/2022)

I want every client, whether a private individual or a business, to be happy with the service I give. If my service falls short and I cannot put it right, I will refund my fee. This is my 30-Day Service Guarantee. It is in addition to your legal rights, and it does not replace them.

1. What the guarantee covers

The guarantee covers **service issues** – how I provided the service, rather than the technical content of my advice. For example:

- I did not attend, or did not send your report, within the time I said, and did not keep you informed;
- poor communication, such as not returning your calls or emails within a reasonable time;
- my conduct or manner during the appointment or afterwards;
- the report is unclear, badly presented, or hard to follow;
- I did not inspect or report on the area or the questions we agreed in the Booking Confirmation; or
- I did not answer your reasonable follow-up questions about the report.

2. What the guarantee does not cover

The guarantee does **not** cover any complaint that says my report or advice contains an error or omission, that I was negligent, that I missed a defect, or that you have suffered, or may suffer, a financial loss. Those complaints are dealt with under my complaints procedure (clause 18 of my Terms and Conditions) and, where necessary, with my professional indemnity insurer. You keep all your legal rights in respect of them. This guarantee does not affect those rights.

3. When the guarantee is available

The guarantee is only available if you have not used or relied on the report, for example to exchange contracts, buy or sell the property, start building work, negotiate a price, or pass it to a lender, buyer or other person. This is because a refund means you give up the report. Once it has been used or relied on, that can no longer happen. You will be asked to confirm this on the Refund Form.

4. How to use the guarantee

1. **Tell me in writing within 30 days of the date of your report.** Email tony@harveyssurveys.co.uk, or write to Harvey's, 18 Windsor Avenue, West Molesey, Surrey, KT8 1PZ. Please explain what went wrong with the service.

2. **Give me the chance to put it right.** I will acknowledge your complaint and try to put things right within 28 days of receiving it. For example, I may clarify or re-present the report, answer your questions, or cover anything we agreed that was missed.

3. **If I cannot put it right to your reasonable satisfaction within 28 days,** I will consider a refund. Any refund is at my reasonable discretion and is a goodwill gesture made without any admission of liability. Before agreeing a refund, I may need to inform my insurer.

4. **If a refund is agreed,** I will send you my Refund Form (Version 2). To receive the refund, you complete, sign and return it. The form records that the refund is paid in full and final settlement, ends our contract, and asks you to return or delete my report so it is no longer relied on or passed to others. Please read it carefully. You are welcome to take independent advice before signing, and you may take up to 14 days to decide.

5. **I will refund the fee you paid me for that instruction** within 30 days of receiving your completed Refund Form, using the method you paid by where possible.

5. Other important points

- If you are a consumer, this guarantee is separate from your legal right to cancel within 14 days of the contract being made (see clause 16 of my Terms and Conditions). That right is not affected.
- Nothing in this policy affects your statutory or other legal rights, including your right to a service carried out with reasonable care and skill.
- You are free to leave an honest review of my service, and to take advice from anyone you choose, whether or not you use this guarantee.
- I may change this policy from time to time. Any change will apply only to bookings made after the change is published. The version that applies to you is the one in force when you booked.
- The guarantee applies to Specific Structural Inspections and Consulting Services (including desktop and remote evaluations) booked with me, by private and business clients alike.
- This policy forms part of my Terms and Conditions (see clauses 18 and 19).

Contact: Tony Waring, Harvey's Structural Surveys, 18 Windsor Avenue, West Molesey, Surrey, KT8 1PZ · tony@harveyssurveys.co.uk · 0208 224 6914 · 07940 834066