

# Service Outline

## Requesting an estimate

Please ensure you read and understand our terms of service prior to requesting an estimate. Any queries regarding the service or outline should be raised with [askestimating@travisperkins.co.uk](mailto:askestimating@travisperkins.co.uk) or discussed with our estimating team on 01604682709 prior to accepting our terms of service and requesting an estimate.

Once you have reviewed our service outline document, accepted the terms of service and wish to proceed, you will be presented with our service request form.

## What we require to proceed

To accept and complete your estimate request we require a full set of drawings to scale which can be PDF or postal hard copies of your drawings:

**1.Elevations** - Drawings showing all external views of the building, extension and conversion projects require the existing and proposed elevation drawings to accept and proceed with a request.

**2.Floor Plans** - Drawing showing all floor areas (aerial view) for all internal areas of the build, extension and conversion projects require the existing and proposed floor plan drawings to accept and proceed with a request.

**3.Specification** - Depending on the stage of your project, if you have design / materials specification for the project, please submit this information and we will use this where applicable to complete your estimate. Where no design and materials specification information is provided we will include standard products to meet basic building regulation requirements and provide a basic guide cost for your build only.

**4.Cross Section** - Drawing showing a skeleton view of all levels and heights for construction through the building and ground level. This is a mandatory requirement for most projects that do not have flat ceilings.

## Payment

Once we receive your estimate request and plans we will confirm in writing to your submitted email address the cost to complete your request, any missing or additional information required and advise of any additional exclusions / limitations specific to your project. We will also advise an estimated completion date which is typically 2 weeks from receipt of payment in full.

We accept cash / card payment in store at one of our local Travis Perkins or our estimating team can contact you directly to take a secure payment over the telephone using most major credit / debit cards.

If you have a Travis Perkins Trade Cash or Credit account, we can invoice your Trade account for the estimating service if required.

Please include your account number when completing the request form to ensure your trade terms are applied to your estimate. We will only charge your trade account if specifically emailed to do in response to our confirmation email for your estimate request.

### **The Estimate**

From the information and plans submitted with your request, Travis Perkins Estimating Service will use the submitted plans and project information to complete your estimate as outlined below.

In some instances we request specialist suppliers / manufacturers to provide detailed costs for items / materials contained within the drawings and required for projects to ensure accuracy of our estimates.

Please tick here if you agree to the submitted plans being sent to required manufacturers / suppliers for specific material requirements.

The only information shared with suppliers / manufacturers is that which is contained on the drawings you submit unless specific written consent is obtained from you upon reviewing your estimate request.

### **Material costs**

The material costs within your estimate are based on regional prices typically paid by a general builder buying materials in moderation through the Travis Perkins network. Where Travis Perkins suppliers can supply specialist materials not stocked in our branches, where available and upon your acceptance of your submitted plans being shared, we will include quotations from specialist suppliers to make your estimate as accurate as possible. Where appropriate, your estimate will include provisional costs for items unspecified or to be designed, such as Kitchens and Bathrooms. Delivery costs will not be included in our estimate due to the variances in material requirements and unknown distances between supplier and site. Quotations supplied by Travis Perkins are provided on the basis of our terms and conditions of sale, a copy of which is available at your local branch or upon request from the Travis Perkins Estimating Team. If you have a Travis Perkins Trade / Cash account, where applicable your template prices will be applied to your estimate. Material costs are not fixed, as such are subject to price increases without prior notification.

### **Labour Costs**

Labour rates are based on a combination of the Hutchins UK Building Costs Blackbook and a guide from local trades in your area. If you would like to customise your labour rates, you can submit these alongside your request. The labour rates are regularly checked but can vary, we strongly recommend that the estimate

is fully checked according to your local labour market and project requirements. Labour costs can also be customised in your final estimate free of charge upon request.

Travis Perkins reserves the right to change labour rates or remove labour inclusion from estimates without prior notification.

### **Labour Hours**

This is the unit of measurement used to qualify the time taken to perform a given task. For the purposes of this estimate, and as we have not visited your site, Travis Perkins will assume that the principal builder is qualified and professional.

### **Limitations**

Travis Perkins will not have detailed knowledge of the site's topography and, therefore, unless accurate engineering layouts are provided, we will not be able to provide estimates for most external works.

Travis Perkins can only work from drawings and specifications provided, and may have to assume certain build methods and materials, if not detailed in the information submitted with your request. While every effort is made to provide an accurate estimate, it is your responsibility to check that the types and quantities of any materials you purchase are suitable for your project.

Our service will provide provisional basic costs inclusions for areas of the build subject to additional design for standard items. E.g Kitchens, Bathrooms, Stairs, Roof Lanterns, Block & Beam floors, Trusses, Engineered Floors. PC Sums are a guide only. For a full quotation on these elements please contact your local branch.

Waste service estimated prices must be checked with TP Waste Management Solutions (0844 892 1873) before turning into a customer quote. The following information is required for an accurate waste quote : site, postcode, waste type, container size and location of container ( on / off road ).

Sub-Group items are specialist items which your local branch can provide a price for, the enclosure of these items within the estimate are for take-off purposes only Your local branch can provide the price during estimate review to complete the estimate. Until this is complete, no allowance has been made for materials or labour.

## **Exclusions**

The customer and any person tendering for this project, or any part of it, is responsible for ensuring that all required works and materials are covered by the estimate, and for ascertaining the prices at which work and materials will actually be available.

Where items require bespoke design / engineering / manufacturing we will not include for these items: Basement formers, Piling, Timber frame SIPS, manufactured roof finishes i.e zinc, aluminium & thatch, staircases, conservatories / glazed orangery, Oak framing, bespoke windows and doors. As noted within the limitations, most external works are excluded from the estimate. Internal finishes will be paint in main areas walls and ceilings where applicable, finished floor covering will be excluded unless details provided upon request. Please note we are unable to price for carpet. The Travis Perkins Estimating Service forms no part of the planning process and excludes, permits, indemnities, legal/contract, all associated fees and Insurances required for your project.

### **Please note that no allowance is made for the following:**

1. VAT is not included on the estimate.
2. Builders profit margin is not included on the estimate.

Any additional limitations and exclusions to your specific project from those listed in the service outline will be confirmed to you in writing prior to payment for the service and noted within your final estimate.

## **Important Note**

In addition to the above terms, the contract for the estimating service and any goods subsequently supplied is subject to the Travis Perkins Group Sale Terms (a copy of which can be found here [Sale Terms](#) .

**Please tick here to confirm your agreement to the above terms and conditions and to the Travis Perkins Group Sale Terms.**

**Important Note (Consumers Only):**

The Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013 gives “consumers” (as defined in the Regulations) the right to cancel services which are ordered over the internet, by phone or by another distance selling method within fourteen days of the contract being entered into, subject to certain exceptions and provisos. The following information applies only to consumers who are ordering the estimation service by a distance selling method but we ask all customers to acknowledge it.

To exercise the cancellation right, you must inform us of your decision in writing. You may use the attached model cancellation form (available here [Consumer Cancellation Form](#)) or an alternative format if you wish, as long as it is in writing. The cancellation notice should be sent by tracked post to:

TP Estimating Services PO BOX 1428 Northampton NN19FQ, or email to [estimating@travisperkins.co.uk](mailto:estimating@travisperkins.co.uk).

You may use our Freepost address which is **Freepost TP ESTIMATING**

The Freepost service is provided by Royal mail standard postal service which is not tracked and takes typically 3 days working days to arrive.

If you cancel the contract, we will (subject to the notes below) reimburse to you any payments received in relation to the cancelled contract without delay, and within a maximum of 14 days after the day on which we are informed about your decision to cancel. Reimbursement will be via the same means of payment as you used for the initial transaction.

**Please tick here to acknowledge the above, and to confirm that you agree to the following:**

If you are acting as a consumer under a distance contract, you hereby consent that:

- (a) we may start to provide the estimation services immediately;
- (b) you will lose your right of withdrawal/cancellation of the contract once the service is fully performed; and
- (c) where you may cancel the contract, you will be liable to pay a proportionate sum for services performed up to notification of the cancellation.

If you are not a consumer and/or this is not a distance contract, there is no right of withdrawal or cancellation.