

TERMS OF SERVICE

These Terms of Service ("Terms") govern your use of **as-prosnag.com** and the services provided by **Alexanderstock Professional Snagging Services**. By booking an inspection with us, you agree to these Terms.

1. Services Provided

We provide professional visual snagging inspections of new-build residential properties to identify cosmetic and functional defects ("snags").

- **Reports:** Following the inspection, we will provide a comprehensive photographic report detailing the identified snags.
- **Limitations:** Our inspections are non-destructive and visual only. We do not move heavy furniture, lift fitted floorings, or inspect inaccessible areas (e.g., fully sealed lofts or behind drylining). We are not structural engineers; our reports do not constitute a full structural survey.

2. Booking, Access, and Cancellations

- **Property Access:** It is the client's responsibility to arrange unrestricted access to the property for the date and time of the inspection. This includes confirming access with the site manager or developer if the property has not yet legally completed.
- **Cancellations:** If you need to cancel or reschedule, you must provide at least 48 hours' notice. Cancellations made with less than 48 hours' notice may be subject to a cancellation fee or forfeiture of your booking deposit.
- **Abortive Visits:** If our inspector arrives at the agreed time but is refused entry by the site team or the property is not ready for inspection (e.g., active construction, lack of safe access), an abortive visit fee will apply.

3. Fees and Payment

- Prices for our services are listed on our website or provided via a direct quote.
- Payment is due as outlined in your booking confirmation. The final snagging report will only be released once full payment has been cleared.

4. Liability and Disclaimers

- **Developer Action:** We document and report on defects based on current industry standards and tolerances (e.g., NHBC or NHQB guidelines). However, we cannot guarantee that the developer or builder will agree to rectify every snag listed in the report.
- **Hidden Defects:** We accept no liability for faults, leaks, or defects that are hidden, concealed, or arise after the time of our inspection.
- **Maximum Liability:** Our total liability to you for any claim arising out of our services shall not exceed the total fee paid by you for the specific inspection.

5. Intellectual Property

All content on **as-prosnag.com** and our Instagram (**@asprosnag**) is the property of Alexanderstock Professional Snagging Services. The snagging reports remain our intellectual property until your invoice is paid in full, at which point you are granted a license to use the report for the purpose of resolving property defects.

6. Governing Law

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

7. Contact Us

If you have any questions regarding these Terms or our Privacy Policy, please contact us via direct message at **@asprosnag** on Instagram, or through the contact forms on **as-prosnag.com**.