



# PRESTIGE ROOF LTD

Premium roofing without the pressure

Prestige Roof Ltd  
5 Jubilee Court  
Hunstanton Road  
Dersingham  
PE31 6HH  
Tel: 01485 789017

## CONTRACT TERMS AND CONDITIONS

This agreement sets out the Terms and Conditions under which Prestige Roof Ltd agrees to carry out roofing works for the Customer.

These Terms and Conditions form part of the contract between the Customer and Prestige Roof Ltd and apply to all quotations, works, and services provided unless otherwise agreed in writing.

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## PARTIES TO THE AGREEMENT

### Contractor

Prestige Roof Ltd  
5 Jubilee Court  
Dersingham  
PE31 6HH

Company Registration Number: 15553312  
VAT Number: GB475450281

Telephone: 01553 405036  
Email: [contact@prestigeroof.co.uk](mailto:contact@prestigeroof.co.uk)

### Customer

The person or organisation accepting the quotation issued by Prestige Roof Ltd.

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## CONTRACT DOCUMENTS

The contract between the Customer and Prestige Roof Ltd consists of:

- The written quotation provided by Prestige Roof Ltd
- The Customer acceptance of that quotation
- These Terms and Conditions
- Any written variations agreed during the Works.

Where there is any inconsistency between documents, the written quotation shall take precedence.



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## 1. DEFINITIONS AND INTERPRETATION

- Customer:** The person or organisation requesting or accepting a quotation from Prestige Roof Ltd.
- Works:** All labour, materials, goods, services, advice, or recommendations supplied by Prestige Roof Ltd.
- Price:** The total amount payable for the Works as specified in the quotation.
- Quotation:** The written estimate issued by Prestige Roof Ltd describing the Works and Price.

## 2. QUOTATIONS AND ACCEPTANCE

- 2.1 Quotations are valid for 30 days unless otherwise stated.
- 2.2 Prices are based on labour, materials, and operational costs at the time of quotation.
- 2.3 Prestige Roof Ltd may revise pricing where material costs, labour costs, or site conditions differ from those originally inspected.
- 2.4 Quotations assume safe and reasonable access to the property, a work area free from hazardous materials, and a roof structure suitable for the Works.
- 2.5 A contract is formed when the Customer accepts the quotation in writing, electronically, or by instructing Prestige Roof Ltd to commence the Works.

## 3. PRICING AND WORKLOAD

- 3.1 Prices reflect current workload, operational overheads, staffing availability, and market conditions.
- 3.2 Prices may vary depending on material costs, operational demand, or project scheduling.
- 3.3 Customers acknowledge that such variations are normal within the construction industry.

## 4. ROOF INSPECTIONS

- 4.1 Inspections carried out by Prestige Roof Ltd are visual inspections only unless a full structural survey has been commissioned.
- 4.2 Prestige Roof Ltd may recommend a Roof MOT Inspection Report to identify potential maintenance or structural concerns.

## 5. EXISTING ROOF CONDITION

- 5.1 The Customer acknowledges that the roof is an existing structure and may contain hidden defects not visible during inspection.
- 5.2 Hidden defects may include timber deterioration, structural movement, woodworm, poor previous workmanship, or spray foam damage.
- 5.3 The full condition of the roof may only become apparent once roof coverings or insulation materials are removed.



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## 6. CHANGES TO ROOF CONDITION AFTER INSPECTION

- 6.1 Quotations are based on the condition of the roof at the time of inspection.
- 6.2 Where there is a delay between inspection and commencement of Works, the roof condition may change due to weather or deterioration.
- 6.3 Prestige Roof Ltd may reassess the roof prior to commencing Works and issue a revised quotation if additional damage is identified.

## 7. SPRAY FOAM INSULATION

- 7.1 Spray foam insulation may conceal structural deterioration or defects.
- 7.2 Removal of spray foam may reveal hidden issues within the roof structure.
- 7.3 Any additional works required following its removal will be quoted separately.

## 8. MATERIALS AND REUSE OF EXISTING TILES

- 8.1 Where existing tiles or slates are removed and reinstated, reasonable care will be taken during removal.
- 8.2 Due to age and condition, some breakage may occur.
- 8.3 Where existing materials cannot be reused, replacement materials may be required at additional cost.

## 9. SITE ACCESS

- 9.1 The Customer must provide safe and reasonable access for the Works.
- 9.2 Access includes space for scaffolding, ladders, deliveries, and waste removal.
- 9.3 Failure to provide suitable access may result in delays or additional costs.

## 10. SUBCONTRACTORS

- 10.1 Prestige Roof Ltd may engage suitably qualified and insured subcontractors to carry out certain elements of the Works. This may include specialist trades such as scaffolding, leadwork, or specialist roofing systems.
- 10.2 All subcontractors operate under the direction and responsibility of Prestige Roof Ltd.
- 10.3 The use of subcontractors shall not affect the contractual relationship between the Customer and Prestige Roof Ltd.

## 11. VARIATIONS AND ADDITIONAL WORK

- 11.1 Works not included within the original quotation may be treated as a variation.
- 11.2 Where practical, a revised quotation will be issued before carrying out additional work.

## 12. WORKING HOURS

Works are normally carried out Monday to Friday between 8:00am and 5:00pm, unless otherwise agreed or required due to weather conditions.



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## 13. PAYMENT TERMS

- 13.1 A deposit may be required before works are scheduled.
- 13.2 Interim payments may be required for larger projects.
- 13.3 The final balance is due upon practical completion of the Works.
- 13.4 Building Control Approval & Retention

Where the Works are subject to statutory approval by Local Authority Building Control (“LABC”) or an approved inspector, the Customer shall be entitled to retain a sum equivalent to ten per cent (10%) of the final balance due (the “Retention Sum”).

Upon issue of the relevant Building Control approval, the Retention Sum shall become immediately due and payable in full.

The Customer shall not be entitled to withhold or delay payment of the Retention Sum where any delay in obtaining approval arises from the Customer’s acts or omissions, delays by the relevant authority or third parties outside the reasonable control of Prestige Roof Ltd; or any matter unrelated to the standard or completion of the Works.

For the avoidance of doubt, the Customer shall not be entitled to withhold any amount greater than the Retention Sum, nor delay payment of any other sums due under this Agreement.

- 13.5 Late payments may incur interest under the Late Payment of Commercial Debts (Interest) Act 1998

## 14. PRACTICAL COMPLETION

- 14.1 The Works shall be deemed complete when, in the reasonable opinion of Prestige Roof Ltd, the Works have been finished in accordance with the agreed specification and are fit for their intended purpose.
- 14.2 Minor snagging items shall not prevent practical completion or delay payment.
- 14.3 Where Building Control approval is required the Works shall not be considered incomplete solely due to the absence of formal Building Control sign-off, provided that the Works have been completed in accordance with the agreed specification.

## 15. CANCELLATION

Customers may cancel within 14 days in accordance with the Consumer Contracts Regulations. Where works have commenced or materials ordered, costs incurred remain payable.

## 16. WEATHER AND DELAYS

Roofing works are weather dependent. Prestige Roof Ltd is not responsible for delays caused by adverse weather, supplier delays, or circumstances beyond reasonable control.

## 17. WASTE DISPOSAL

Waste arising from the Works will be removed unless otherwise agreed. Skips may be placed on site or public highways subject to permits.

## 18. INTERNAL DAMAGE

Roofing works may expose pre-existing weaknesses in ceilings, plaster, insulation, or internal finishes. Prestige Roof Ltd will take reasonable care but is not responsible for damage arising from pre-existing structural weaknesses.



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## 19. PHOTOGRAPHIC RECORDS

Prestige Roof Ltd may take photographs before, during, and after the Works for documentation, warranty records, and marketing purposes unless the Customer requests otherwise.

## 20. INSURANCE AND WARRANTY

Prestige Roof Ltd maintains appropriate insurance. Workmanship warranties may be provided where specified in the quotation. Material warranties remain subject to manufacturer terms.

## 21. LIMITATION OF LIABILITY

Prestige Roof Ltd shall not be liable for indirect or consequential losses or for defects arising from pre-existing structural issues or previous third-party installations.

## 22. REFUSAL OF RECOMMENDED WORKS

Where Prestige Roof Ltd recommends additional works, but the Customer chooses limited repairs, Prestige Roof Ltd shall not be responsible if those repairs fail to resolve underlying issues.

## 23. MORTGAGE AND LENDING REQUIREMENTS

Prestige Roof Ltd cannot guarantee that completed Works will satisfy mortgage lenders, surveyors, insurers, or other third parties involved in property transactions.

## 24. VULNERABLE CUSTOMERS

Prestige Roof Ltd operates in accordance with Trading Standards guidance and does not engage in pressure selling. Customers who may be vulnerable are encouraged to involve a trusted third party.

## 26. ENTIRE AGREEMENT

These Terms and Conditions together with the written quotation constitute the entire agreement between the Customer and Prestige Roof Ltd.

No verbal statements or representations shall form part of the contract unless confirmed in writing.

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



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