

## ProCheck Damp & Timber – Key Facts About Your Survey



### On the day:

We'll inspect the areas of your property we can **safely and reasonably access**. We use specialist tools to help us identify signs of damp, timber decay, or mould.



### Your report:

You'll get a clear, written PDF report by email within **1 working day**. The report is guaranteed to provide a true, independent analysis for the client.

### ⚠ Important to know:

- We **can't see through walls** — hidden or sealed areas aren't included unless we agree otherwise.
- Our findings are based on conditions **on the day** — We cannot accept liability for a change in findings before or after the survey date.
- Condensation, rising damp, and penetrating damp can look similar — we base our advice on the best evidence available at the time.



### Payment:

We'll agree the price before booking. Full payment is due **before the survey date**



### Cancellations:

Please give at least **48 hours' notice** to cancel or rearrange. Late cancellations may be charged up to 50% of the fee.



### If there's a problem:

If you're unhappy, let us know in writing within **14 days** of receiving your report and we'll work with you to resolve it quickly.

## ProCheck Damp & Timber – Terms of Engagement (in slightly more detail)

We want you to know exactly what to expect when you book us for a survey.

The wording below explains what we will do, what we won't do, and how we work together.

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### 1. About Us

We are an **independent, certified surveying company** specialising in damp, timber, and mould inspections.

Our role is to give you honest, unbiased advice about the condition of your property.

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### 2. What the Survey Involves

- We carry out a **visual inspection** of the areas we can safely and reasonably access.
  - We use equipment such as moisture meters, thermal imaging, and hygrometers where needed.
  - Our findings are based on **what we can see and measure on the day** of the visit.
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### 3. Important Limitations

- We cannot inspect areas that are **hidden, sealed, or unsafe to access** (e.g., under floors, behind wall finishes, inside roof voids without hatches).
  - Moisture readings can be influenced by seasonal changes, recent weather, or heating patterns.
  - Some signs of damp (especially condensation) can look similar to other causes — our recommendations are based on the best evidence available at the time.
  - We do **not** carry out destructive testing unless this is agreed in advance.
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### 4. Your Part

Please make sure:

- We can get into all the areas you'd like us to check.
  - Pets, possessions, or hazards do not block access.
  - You tell us about any known issues or risks before we arrive.
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### 5. Our Report

- You will receive a written PDF report by email within **1 working day** after the inspection.

- The report is **for your use only**. Please ask us if you need to share it with someone else (e.g., a contractor or buyer).

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## 6. Fees & Payment

- The survey fee will be agreed before booking.
- Full payment is due **before the survey date**.

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## 7. Cancellations

- Please give us at least **48 hours' notice** if you need to cancel or rearrange.
- Late cancellations may be charged up to **50% of the agreed fee**.

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## 8. If Something Goes Wrong

- If you are unhappy, please tell us in writing within **14 days** of receiving your report.
- We will do our best to resolve any concerns quickly and fairly.

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## 9. Our Liability

- We will always take care and work to the highest standards.
- Our total liability is limited to the amount of the survey fee.
- We are not responsible for any loss caused by issues we could not reasonably see or test during the inspection.
- This does not affect your legal rights.

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Signed (Client): \_\_\_\_\_ Date: \_\_\_\_\_

Signed (ProCheck Damp & Timber): \_\_\_\_\_ Date: \_\_\_\_\_