

Terms & Conditions

Last updated: 23rd December 2025

1. Services Provided

Ivy Inventory provides professional property inventory services, including but not limited to:

- Inventory reports (check-in and check-out)
- Mid-term inspections
- Schedules of condition
- Floor plans
- Energy Performance Certificates (EPCs)
- 360° virtual tours
- Fire risk assessments and safety testing
- Legionella risk assessments

We aim to provide accurate, detailed reports supported by photographs and clear documentation.

2. Booking and Acceptance

- All services must be booked in advance via email, phone, or our online system.
- Bookings are confirmed once an email confirmation has been sent and/or a deposit or payment has been received.
- We reserve the right to decline or cancel bookings at our discretion, with full refund where payment has been made.

3. Client Obligations

- Clients must provide accurate information about the property, including access arrangements, tenancy details, previous reports and any relevant health and safety information.
- Clients must ensure the property is safe and accessible for our staff at the scheduled time.
- Clients are responsible for obtaining necessary consent from tenants or third parties for inspections or reporting.

4. Report Delivery

- Completed reports will be issued electronically via email or secure portal.
- Clients are responsible for checking the reports and notifying us of any discrepancies within 7 days of receipt.
- Reports remain the property of Ivy Inventory until payment is fully received.

5. Accuracy and Liability

- Our reports are produced with professional care and attention to detail.
- While we strive for accuracy, reports are based on the condition observable at the time of inspection. Hidden or latent defects cannot always be detected.

- We accept no liability for loss, damage, or disputes arising from misrepresentation, inaccurate information provided by the client, or changes to the property after inspection.

6. Payment Terms

- All fees must be paid in accordance with the invoice issued.
- Late payments may incur interest at 10% per month and/or suspension of services.
- Refunds are issued at our discretion and are generally limited to instances of service failure on our part.

7. Cancellation and Rescheduling

- Cancellations must be notified by email.
- Cancellation fees may apply depending on notice given.
- Rescheduling is subject to availability and may incur an additional fee.

8. Confidentiality

- All client and tenant information obtained during the course of our services is treated as confidential.
- Reports are shared only with parties authorised by the client unless required by Law.

9. Intellectual Property

- All reports, photographs, floor plans, and documentation remain the intellectual property of Ivy Inventory.
- Clients may use reports for tenancy management and deposit claims but may not reproduce, distribute, or sell them without written consent.

10. Health and Safety

- Our staff will carry out inspections in accordance with health and safety regulations.
- Clients must ensure the property meets all applicable safety standards prior to inspection.

11. Limitation of Liability

- We shall not be liable for any indirect, incidental, or consequential loss arising from the use of our services.
- Our total liability for any claim arising out of our services shall not exceed the amount paid by the client for the relevant service.

12. Complaints Procedure

- Any complaints must be submitted in writing to info@ivyinventory.com.
- We will acknowledge receipt within 3 business days and aim to resolve the complaint within 5-7 business days.

13. Governing Law

These Terms and Conditions are governed by UK Law and any disputes will be dealt with in the UK courts.

14. Amendments

We reserve the right to update or amend these Terms and Conditions at any time. Clients will be notified of material changes via email or website updates.

By using our services, you confirm that you have read, understood, and agree to these Terms and Conditions.