

## **UK National Roofing.com – Terms and Conditions**

### **Drone Inspection, Survey & Reporting Services**

These Terms and Conditions govern the provision of drone roof inspection, survey, and reporting services by **UK National Roofing.com** (“we”, “us”, “our”), a privately owned UK-based business established in 2020.

By requesting or purchasing our services, you (“the Customer”, “you”) agree to be bound by these Terms and Conditions.

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#### **1. Service Provision**

1.1 We provide specialist drone-based roof inspections, surveys, and reporting services.

1.2 All reports are prepared solely by us to maintain independence and impartiality.

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#### **2. Customer Authority**

2.1 You confirm that you have the legal authority, ownership rights, or a legitimate and verifiable reason to request and receive inspection footage, images, and reports relating to the property.

2.2 We reserve the right to refuse service where such authority cannot be reasonably established.

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#### **3. External Inspections**

3.1 Where your order consists of an external inspection only, no access to the interior of the property is required.

3.2 You acknowledge and agree that the inspection may be carried out without you being present at the property.

3.3 By placing the order, you grant us full permission to conduct the inspection accordingly.

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#### **4. Internal Loft Inspections**

4.1 Where an internal loft or void inspection is requested, a mutually agreed appointment time will be arranged with you or your appointed representative (including estate agents where applicable).

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## 5. Weather Conditions

5.1 All services are subject to suitable weather conditions.

5.2 High winds, heavy rain, or other unsafe flying conditions may delay the inspection.

5.3 Where we are unable to attend due to weather, we will rearrange the inspection for the next available suitable date.

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## 6. Delivery of Footage and Reports

6.1 All inspection footage, still images, and reports will be made available via the “My Surveys” customer login portal.

6.2 Access will be provided using the login details created at the time of booking (email address and password).

6.3 It is your responsibility to keep your login details secure.

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## 7. Customer Satisfaction and Complaints

7.1 If you are not satisfied with the quality of the footage or deliverables, you must notify us within **48 hours** of receiving your “Completed and Issued” notification.

7.2 We will review the matter and, where appropriate, may arrange a re-visit or re-inspection at our discretion.

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## 8. Additional Survey Reports

### 8.1 Roofer Report

8.1.1 Reports are prepared by a competent, time-served roofer with a minimum of 10 years’ experience and relevant qualifications (including HNC level).

8.1.2 Reports will include:

- Summary
- Findings
- Conclusions
- Recommendations

8.1.3 We aim to deliver roofer reports within **48 hours** of the inspection, although this timeframe is not guaranteed and may vary during busy periods.

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## 8.2 RICS Chartered Surveyor Report

8.2.1 Where selected, reports are prepared by a **Royal Institution of Chartered Surveyors** (RICS) registered Chartered Surveyor.

8.2.2 Reports will include:

- Summary
- Findings
- Conclusions
- Recommendations

8.2.3 We aim to deliver these reports within **48 hours** of the inspection, subject to workload and availability.

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## 9. Fees and Payment

9.1 All fees for services must be paid in full in advance of the inspection being carried out.

9.2 We may, at our sole discretion, agree alternative payment terms where these are explicitly stated within a written quotation issued to you.

9.3 Where alternative terms are offered, those terms shall take precedence over clause 9.1.

9.4 We reserve the right to withhold delivery of any footage, images, or reports until full payment has been received.

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## 10. Repair Quotes

10.1 We confirm that our inspection and reporting services are carried out impartially and are not intended to solicit repair work.

10.2 Where requested, repair quotations may be provided separately by **UK National Roofing Group Ltd.**

10.3 Due to the time and resources required to prepare detailed quotations, they reserve the right to apply a charge for this service.

10.4 Any such charge will be clearly communicated in advance and may be refundable at their discretion, including where subsequent works are instructed.

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## 11. Limitation of Liability

11.1 Our reports are based on visual inspections conducted via drone and, where applicable, accessible internal areas only.

11.2 We do not guarantee the identification of all defects, particularly those that are hidden, concealed, or inaccessible at the time of inspection.

11.3 To the fullest extent permitted by law, we shall not be liable for:

- Indirect or consequential losses
- Undetected defects not visible during inspection
- Decisions made based on our reports

11.4 Nothing in these Terms excludes liability for death or personal injury caused by negligence, or any liability that cannot be excluded under UK law.

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## 12. Privacy and Data Protection

12.1 We process personal data in accordance with applicable data protection legislation, including the **UK GDPR** and the Data Protection Act 2018.

12.2 Personal data collected may include your name, contact details, property address, and any information necessary to provide our services.

12.3 Drone footage and images may incidentally capture neighbouring properties or individuals; such data is processed solely for the purpose of delivering the inspection service.

12.4 We will take reasonable steps to ensure that any personal data captured is handled securely and not retained longer than necessary.

12.5 We do not sell or share your personal data with third parties except where required to fulfil the service or comply with legal obligations.

12.6 You have the right to request access to, correction of, or deletion of your personal data, subject to legal limitations.

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## 13. Access, Safety and Drone Operations

13.1 All drone operations are conducted in accordance with applicable UK aviation regulations and safety requirements, including those set by the **Civil Aviation Authority (CAA)**.

13.2 Inspections are subject to operational restrictions, including but not limited to:

- Proximity to people, neighbouring properties, and public spaces
- Restricted or controlled airspace
- Obstacles and environmental hazards

13.3 You acknowledge that we may be unable to complete or may need to modify the inspection where:

- Safe drone operation cannot be achieved
- Access to the property is restricted
- There is a risk to persons, property, or equipment

13.4 Drone footage may incidentally include neighbouring properties; this is unavoidable in certain circumstances and is carried out in line with applicable laws and guidance.

13.5 You agree to provide safe and reasonable access to the property where required and to inform us of any known hazards in advance.

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## **14. Intellectual Property**

14.1 All footage, images, and reports remain our intellectual property until full payment has been received.

14.2 Upon payment, you are granted a non-transferable licence to use the materials for personal or property-related purposes only.

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## **15. Amendments**

15.1 We reserve the right to update or amend these Terms and Conditions at any time.

15.2 The version in force at the time of your booking will apply to your order.

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## **16. Governing Law**

16.1 These Terms and Conditions are governed by and construed in accordance with the laws of **England and Wales**.

16.2 Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.