



# the NOVA team

## **Internal Wall Insulation (IWI) Process – Customer Information**

Thank you for choosing The Nova team to carry out your works – below is a brief explanation of the process being performed and what you can expect, and we expect from you.

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### **Before we arrive**

The rooms need to be completely clear of ALL items – we can arrange to clear the room before works start at an agreed cost – any items left on the day will be cleared by nova and is charged at £75ph per man charged in 1hr increments. Flooring must be removed, and any carpets being retained will need to be cleared before works start and refitting arranged by yourself.

### **During works**

We will have to come in and out of your house regularly throughout the day and the front door will be open/closed regularly.

To perform the IWI correctly we will be removing plaster from the wall – this is a noisy, dusty job and although precautions are taken to stop dust spreading around the house it is airborne and will find its way into other areas.

Lath and plaster ceilings can often become “live” this is where the plaster has deboned from the laths and more may fall – this is not unusual and can be repaired - depending on extent it can be at additional cost.

Once the base coat of plaster is installed, we must leave the wall to dry for 10-15 days during this time we may not attend site.

### **When we're finished**

With Lime plaster you don't get quite the same finish as Gypsum based plasters and can sometimes be slightly rougher in texture.

We will refit skirtings, floorboards, etc 10 days after plastering to allow adequate drying time. Please allow 20 days plus before painting the finished plaster.

## **Work Requirements**

The Nova Team will require the use of welfare facilities Unless otherwise agreed beforehand and itemised on the quote.

The Nova Team will require the use of electricity and water FOC to carry out the works.

## **Nova Payment Schedule**

- 25% on acceptance of quote before booking the works.
- 50% 7 days before arrival and needs to be paid before we attend site.
- 25% on completion and sign off.

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## **Terms and Conditions**

1. In these conditions of sale, The Company means The Nova Team whose office is at 161 High Street, Ruislip, HA4 8JY. The Customer" means the person, firm, or company from whom an order is accepted by the Company. "Goods" means goods or services which are subject of such an order be it placed verbally or in writing. "Quote" means most recent version of the quoted works to be carried out and the detailed costs.
2. The Nova Team is a trading name for Nova Outdoor Solutions Ltd.
3. The Customer agrees to purchase and have installed the Goods and services specified in the Quote.
4. Any outstanding balance is to be paid within 7 days of receipt of invoice in accordance with the terms of the contract. Payment is to be made to via bank transfer to the Company. The company withholds the right to add incremental interest to the balance due should it not be paid within the period stated from receipt of invoice.
5. Risk shall pass to the Customer when Goods leave the Company's premises where the Customer collects. Risk shall pass to the Customer when Goods have been installed by the company.
6. Notwithstanding that the risk in the Goods has passed to the Customer, the ownership of the Goods shall remain with the Company which reserves the right to possession and to dispose of the goods until such time that payment has been received in full by the Company and cleared through the Company's bank account.
7. The Customer agrees to permit access to the Company, its servants, and workmen to the installation address at all reasonable times in order that the Company may carry out the works scheduled.
8. The Customer will provide the free use of a reasonable amount of water and electricity.
9. The Company will take all reasonable care of the Customer's property when carrying out the work. The Company will put right any damage caused by its workmen or servants that was deemed avoidable. The Company does accept liability for repair or re-decoration of any un-avoidable damage from works carried out that was not already agreed within this contract. This will be charged at extra cost at The Customers discretion.
10. The Company does not take any responsibility for damage caused to any personal items (furniture, personal affects, etc) if not removed by the Customer whilst work is executed, unless removal of said items was specifically itemised in the quote. The Company reserves the right to charge for wasted time if it is unable to carry out work due to site specific restrictions/conditions.
11. The Company reserves the right to make minor variations in the specification of its works at its discretion and without prior notice to the Customer, in keeping with the Company's policy of continuous development and improvement.
12. The delivery or installation period quoted is that anticipated at the time of the order and will be improved on if possible. If this contract is not completed within the specified delivery period, the Customer may serve notice on the company in writing, requiring that the work be carried out and completed within six weeks. If the work is not completed within such expended period, the Customer may cancel the uncompleted work covered by the contract without penalty on either side and without loss of any deposit paid by serving written notice by recorded delivery post to the Company. Notwithstanding the foregoing, the Company shall not be liable for any delay in the completion of work which arises from causes beyond the reasonable control of the Company. If time has been made the essence of the contract, time shall not run during such delay or when a delay on the Customer's account is operating.
13. The Company's liability to the Customer in respect of the direct or indirect consequences of any breach or non-performance howsoever caused or of the strikes or of lock-outs or of any other circumstance beyond the Company's control or of non-supply by a third party or arising out of negligence or of any misrepresentation or of force majeure or of any other tort or breach of statute by the Company, its employees or its agents shall be limited to the price of the goods which are subject matter of the particular project. The Company reserves the right to treat the contract as at an end with no compensation payable to the Customer.
14. The Company will repair or replace all goods which are or become defective by reason of faulty materials or workmanship within 30 days of installation.
15. Nothing in these terms and conditions shall be interpreted as excluding or restricting the statutory rights of the Customer.
16. The formation, construction and performance of this agreement or shall be governed in all by English Law.