

IMG Snagging and Property Inspections

Client Terms of Engagement

Independent visual new-build snagging inspections for homeowners in Greater Manchester and the North West.

Business IMG Snagging & Property Inspections, a sole trader business operated by Ion Marian Geru	Website imgsnagging.co.uk
Booking contact modularcars@gmail.com	Effective date 14 October 2026
Applies to New-build snagging inspections and related reinspection services	Booking basis Written confirmation of scope, date, fee and payment status

Purpose of these terms

These terms explain the service, payment and cancellation arrangements that apply when IMG Snagging & Property Inspections accepts a booking. Together with the booking confirmation, they form the contract between us and the client named in that confirmation. Please read them before paying for an inspection.

The booking confirmation will identify the client, property, inspection type, agreed fee, appointment date, contact details and any inspection limitations known before the visit. The business correspondence address and any telephone contact details will also be included there.

At a glance

Inspection	A visual, non-invasive review of visible and reasonably accessible new-build defects and unfinished work.
Payment	The full agreed inspection fee is payable by secure Stripe payment link after the appointment, scope and fee are confirmed.

Report	A written snagging report records what was visible on the day. It is not a warranty, building survey or guarantee that a developer will carry out remedial work.
Cancellation	At least one clear working day's notice: full refund where no service has begun. Less notice: a £100 late-cancellation charge may apply, subject to statutory rights.
No access	If we attend but cannot inspect because suitable access is not available, a £150 no-access visit charge may apply.

1 The inspection service

We will use reasonable care and skill to carry out the agreed new-build snagging inspection. The inspection is a visual, non-invasive review intended to identify visible snags, incomplete work and apparent finish-quality issues at the property on the inspection date.

The inspection may include:

- Internal rooms, fixed finishes, accessible fixtures and fittings, and readily accessible external areas.
- Normal-operation observations of accessible fixtures and services where it is safe and practical to do so.
- Photographs and concise descriptions that help the client raise visible items with the developer or builder.
- A note of significant access limitations, safety concerns or matters that may need specialist investigation.

The inspection does not include:

- A structural survey, valuation, building regulations compliance check, warranty inspection, clerk-of-works service or legal advice.
- Destructive testing, opening-up works, moving furniture or stored contents, removing panels, lifting finishes or entering areas that are unsafe, locked or not reasonably accessible.
- Specialist testing or certification of electrical, gas, heating, drainage, fire, asbestos, cladding or other concealed systems.
- Any promise that the builder, developer, warranty provider or another party will accept an item or carry out remedial work.

2 Access, timing and client responsibilities

The client is responsible for ensuring that the property is safe, sufficiently complete for the agreed inspection and accessible at the confirmed time. Where access must be arranged through a builder,

developer, site manager or managing agent, the client remains responsible for confirming that arrangement before the visit.

The client must provide accurate information relevant to the booking, including the property address, property size, access arrangements, expected completion status and any known site restrictions. The inspection may be postponed if safe or adequate access is not available.

An inspection date is only held once the scope, fee and availability have been confirmed and the agreed payment has cleared. We will use reasonable efforts to attend on the confirmed date, but may need to rearrange due to safety concerns, inadequate access, severe weather, illness or circumstances outside our reasonable control.

3 Fees and payment

The agreed fee will be stated in the booking confirmation. The current published base fees are shown below. They are the total booking fees shown to the client for the stated property-size band. Where a property is unusually large, has an unusual layout, includes multiple dwellings or falls outside the normal service area, a written quote will be provided before payment.

Property size	Base inspection fee	Booking basis
1-2 bedrooms	£349	Full fee payable after the confirmed booking is issued
3 bedrooms	£399	Full fee payable after the confirmed booking is issued
4 bedrooms	£459	Full fee payable after the confirmed booking is issued
5+ bedrooms	£529	Full fee payable after the confirmed booking is issued

Payment is requested through a Stripe-hosted payment link. We do not receive or store card details. A booking is not confirmed solely because a request has been submitted; it is confirmed when we have sent written confirmation after cleared payment.

4 Reports and reliance

The report records items that were visible and reasonably reportable at the time of the inspection. It is prepared for the client named in the booking confirmation. If there are joint buyers, they should both be named in that confirmation if they are intended to rely on the report.

The client may share the report with the builder, developer or relevant warranty provider for the purpose of seeking rectification. It is not produced for those parties, and they may not rely on it as advice given to them. The report does not determine legal liability or require any third party to take action.

The client is responsible for raising the reported items with the appropriate developer, builder or warranty provider within any applicable defects or warranty period. We are not responsible for missing a third-party deadline, a refusal to undertake remedial work, or the standard of any remedial work subsequently performed.

5 Cancellation, refunds and statutory rights

Where the contract is made at a distance, for example online, by email or by telephone, the client may have a statutory right to cancel within 14 days of the contract being made. These terms do not remove or limit that right.

If the client asks us to begin the service within that 14-day period, the client must make an express request. If the service is fully performed during that period after the client has made that request and acknowledged the consequence, the statutory cancellation right may be lost. If the client cancels after asking for early performance but before full performance, a proportionate charge for work already carried out may be payable where permitted by law.

Subject to statutory rights and any rights arising from our breach of contract, the following business cancellation arrangements apply:

When the client cancels or access fails	Our normal arrangement
At least 1 clear working day before the confirmed appointment	We will refund the amount paid in full if no part of the service has begun.
Less than 1 clear working day before the confirmed appointment	We may retain or charge £100 as a late-cancellation charge, plus any separately agreed non-recoverable costs. This will not override the client's statutory rights.
We attend but safe and adequate access is not available	We may retain or charge £150 as a no-access visit charge, plus any separately agreed non-recoverable costs.
We cancel because we cannot provide the agreed service	We will offer a rearranged appointment or refund the amount paid for service not provided.

To cancel, please email modularcars@gmail.com with the property address, confirmed appointment date and client name. Refunds due under these terms will normally be made by the original payment method within 14 days.

6 Liability

We are responsible for foreseeable loss or damage caused by a failure to use reasonable care and skill in providing the agreed service. We are not responsible for matters that could not reasonably have been

identified within the scope of a visual, non-invasive inspection, for inaccessible or concealed areas, or where an error arises from incorrect or incomplete information supplied by the client or another party.

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or rights that the law says cannot be excluded or limited.

7 Privacy and records

We use client contact details, property information, booking records, inspection notes and report photographs to administer the booking, carry out the service, issue the report, take payment and meet legal or professional obligations. Payment card information is handled by Stripe and is not stored by us.

We keep client records only for as long as necessary for the service, legal obligations, accounting, complaints and the protection of legal rights. Our website privacy notice explains the data we collect, why we use it, the rights available to individuals and how to raise a concern.

8 Complaints and general terms

If the client has a concern about the service or report, they should contact us in writing at modularcars@gmail.com. We will acknowledge the concern within 5 working days and provide a written response after reviewing the relevant records.

No person other than the client named in the booking confirmation has a right to enforce these terms. If a term is unenforceable, the remaining terms continue to apply. The contract is governed by the law of England and Wales. Nothing in these terms affects rights that the client has under consumer protection law.

Appendix A Booking confirmation template

Complete and email this confirmation with the client terms before sending a Stripe payment link. It provides the booking-specific details that form part of the contract.

Booking reference	
Client name and email	
Property address	
Service selected	
Confirmed inspection date and arrival window	
Agreed fee and payment link	
Business correspondence address and telephone	

Known access limitations or special instructions	
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Client acceptance: by confirming the booking in writing or by making payment through the payment link after receiving this confirmation, the client confirms that they have read and accepted these terms and the privacy notice.

Early-start acknowledgement (only where the inspection or report will be provided within 14 days): I expressly request that IMG Snagging & Property Inspections begins the service before the end of the 14-day cancellation period. I understand that my cancellation right may be lost once the service has been fully performed.

Appendix B Cancellation notice

To cancel, the client may email the following details to modularcars@gmail.com. A clear email with the same information is sufficient.

Client name	
Property address	
Confirmed appointment date	
Booking reference	
Clear statement that the booking is cancelled	