

Client: ("You", "Your")  
 Property: ("the Property")  
 Instruction: ("the Instruction")

Thank you for instructing Property Formula Limited ("Us", "Our", "We") to act for You. By confirming your instruction electronically, you confirm acceptance of these terms in full, the terms of Our engagement are as follows:

Firstly, and foremostly, we will only act for you throughout this instruction, if you and your representatives show kindness and respect to us. We reserve the right to withdraw from this instruction at any time, with no previous notice if any member of our team, or any sub-contractor with whom we work is offended by the actions of Our client or their representatives. We shall not be responsible for any costs of withdrawing from this instruction which you may suffer.

1. You appoint us exclusively regarding the Instruction and agree not to discuss, negotiate with or instruct any other party in respect of the Instruction without Our prior written consent.
2. We will only act on email correspondence or written mail and will not respond to any other media messaging, such as Twitter, WhatsApp, text message or otherwise.
3. We shall arrange to carry out the Instruction with you / the selling agent / the vendor / vendor's representative / occupier and shall rely on the co-operation of the you / agent / vendor / occupier in order to gain access to the Property/Properties in order to carry out the Instruction.
4. We shall endeavour to carry out the Instruction, including inspection and reporting, within 15 working days of receiving your written confirmation of Our terms, subject to access, but will aim to notify you in advance if this is not possible. All reports are submitted in electronic form only and a printing and administration charge of £30 plus VAT will be made for any hard copies requested. Valuations do not include comparable evidence, but this can be made available by request.
5. Our fee shall be as quoted in the covering letter/quote. Our Fees are due for settlement after the inspection (where necessary) and before the release of the report. Payment should be made to Property Formula Ltd, Account 08057476, Sort Code: 09-01-28, quoting the invoice number as your reference. We do not accept cheques and you hereby agree to pay our fees by bank transfer or debit card. **Please note that all queries, not covered by our report and outside the scope of the instruction will be chargeable at the rate of £250 plus VAT per hour in advance. Please note that the review of any third-party documentation will incur an additional fee.**
6. If at any time you or we abort this instruction, for any reason, then this firm's fees, based on time incurred in acting on the instruction will become due immediately, based on a fair proportion of the time spent on the instruction.
7. A cancellation fee will apply on the following terms: Less than two full working days notice 50% fee is due, three or more working days notice and a booking fee of £100 plus VAT applies to your instruction. All cancellations must be notified in writing or by email by the Client.
8. VAT shall apply to Our Fees at the prevailing rate. VAT Registration Number 133 5633 28
9. Interest shall be payable by You to Us on a daily basis (both before and after judgment) at the rate of 4% above Barclays Bank plc base rate from time to time on all Fees not settled in full in accordance with these Terms.
10. This firm is Regulated by the RICS and also operates a Complaints Procedure, a copy of which can be obtained by written request to the Registered Office below **in writing only**.

You warrant to Us that You have the full power and authority to enter into this agreement and to conclude an agreement in relation to the Instruction.

These terms can only be amended or varied if specifically agreed to in writing and signed by You and Us.