

VERDE LAWN CARE LTD

Lawn Renovation & Makeover Terms

For separately quoted renovation, reseeding, top-dressing, levelling and turf-installation projects

Company	Verde Lawn Care Ltd
Registration	Registered in England and Wales
Company number	17199131
Registered office	Apartment 5, Brotherton View, 704 New Chester Road, Wirral, United Kingdom, CH62 2BB
Email	info@verdelawncare.co.uk
Telephone	0151 272 8904
Mobile / WhatsApp	07476 242276

These project terms must be supplied with the written quotation before the customer accepts the work. The quotation records the exact scope, price, payment schedule and important Property-specific assumptions.

Last updated: 9 August 2026

1. Scope and definitions

These terms apply to separately quoted lawn renovation or makeover work supplied by Verde Lawn Care Ltd to a residential customer. Relevant work may include:

- turf removal and turf installation;
- substantial scarification, aeration or mechanical preparation outside a routine plan;
- overseeding, reseeding or complete seeding;
- top-dressing or soil-improvement work;
- minor lawn levelling included in the quotation;
- renovation treatments and associated waste removal; and
- another project expressly described in the quotation.

Quotation means Verde's written description of the work, price, payment schedule, assumptions and estimated timing.

Property means the service address. **Project** means the work accepted in the Quotation.

Routine work included in an Essential, Premium or Ultimate plan remains governed by the Lawn Care Plan Terms & Conditions. These terms govern the separate Project.

2. Contract documents and formation

The Project contract consists of the accepted Quotation, these Lawn Renovation & Makeover Terms, any written specification or drawing supplied with the Quotation, the Order Confirmation and any later written variation.

If documents conflict, the accepted Quotation and any later specifically agreed written variation take priority for the Project-specific detail.

A request for work is not accepted until Verde sends written acceptance or an Order Confirmation. Before acceptance, Verde may assess access, lawn size, ground condition, hazards, drainage, materials, availability and whether specialist work is required.

The customer must be at least 18 and authorised by the owner or occupier to instruct the Project.

3. Quotation, price and payment

The Quotation will state the total price, including any VAT legally chargeable, together with any deposit, staged payment and final-payment dates.

A deposit is an advance payment, not an automatic cancellation penalty. If the contract ends, Verde may retain or recover only amounts lawfully due under these terms, taking account of work supplied, materials, committed costs, costs saved and losses that can reasonably be reduced.

Unless the Quotation states otherwise, the final balance is due after substantial completion and receipt of Verde's invoice. A minor snag that does not prevent normal use does not justify withholding an unrelated or disproportionate part of the price.

If a payment is genuinely disputed, the customer should explain the disputed amount promptly. Undisputed amounts remain payable.

4. Information before an online or off-premises order

Before the customer commits, Verde will provide the Project description, total price or calculation method, payment schedule, estimated timing, cancellation information, these terms and contact details in a clear format the customer can save.

The Order Confirmation will identify the accepted Quotation and contract date. Verde will provide the contract documents by email or another durable format.

5. Statutory 14-day cancellation period

Where the Project contract is entered into online, by telephone or away from Verde's business premises, the customer normally has 14 days from the day after the contract is formed to cancel without giving a reason.

Unless the customer makes a separate express request for an earlier start, Verde will not normally begin the Project during that period.

If the customer expressly requests an early start and then cancels during the statutory period, the customer must pay a reasonable proportion for services properly supplied before cancellation. The effect on supplied, installed, mixed, cut, delivered or perishable materials will be determined under the customer's statutory rights and the particular circumstances; these terms do not remove those rights.

If the Project has been fully performed during the cancellation period following the customer's express request and acknowledgement required by law, the statutory right to change their mind may end once the service is fully performed.

Any refund due following statutory cancellation will normally be made within 14 days after Verde receives the notice, using the original payment method unless agreed otherwise.

6. Property assessment and assumptions

A lawn assessment is based on conditions reasonably visible or disclosed when the Quotation is prepared. Unless expressly included, the Project does not cover hidden or structural problems such as:

- buried rubble, concrete, roots, pipes, cables, irrigation or other obstructions;
- contaminated or unsuitable imported soil;
- deep compaction or unstable subsoil;
- drainage failure, springs, flooding or groundwater;
- infestations, disease or invasive weeds requiring specialist treatment;
- unrecorded chemicals, fuel or waste; or
- structural landscaping, retaining walls, major excavation or construction work.

Verde will not charge for additional work without the customer's agreement, except for a reasonable emergency step needed to make the site safe where the customer cannot be reached. Verde may pause the Project and provide a revised quotation where an unforeseen condition materially changes the required work.

7. Customer responsibilities

The customer must:

- provide safe, clear and timely access for staff, equipment, deliveries and waste removal;
- identify known underground or hidden services, irrigation, lighting, drains, cables and other hazards;
- remove or identify fragile items, furniture, play equipment, pet waste and movable obstacles;
- tell Verde about pets, ponds, watercourses, edible plants, allergies and sensitive areas;
- obtain any landlord, owner, planning, covenant, management-company or other permission required;
- provide reasonable access to water where the Quotation or aftercare requires it;
- prevent children, pets and other contractors entering the working area when advised; and
- follow preparation and aftercare instructions within the times stated.

Verde is not responsible for additional cost, delay or reduced results caused by materially inaccurate information or failure to meet these responsibilities, except to the extent Verde contributed to the problem.

8. Changes and additional work

A change to scope, materials, lawn area, access, finish or timing should be agreed in writing. Verde will explain any price or timing effect before carrying out the changed work.

If the customer asks for extra work without a formal document, Verde will still confirm the essential scope and price in writing before proceeding.

The customer may decline an additional quotation. If the original Project can reasonably continue without the change, Verde will complete the original scope. If it cannot, the parties will discuss a fair reduction, alternative or termination based on work and costs properly incurred.

9. Scheduling and delays

Any start or completion date is an estimate unless the Quotation expressly states that a date is guaranteed. Renovation work depends on weather, ground condition, material availability, drying time and safe access.

Verde may reasonably postpone work because of heavy rain, frost, drought, extreme heat, high winds, waterlogging, unsafe access, supplier delay, equipment failure or another event outside reasonable control.

Verde will communicate a material delay and take reasonable steps to reduce it. If a substantial delay means the Project cannot be provided within a reasonable time, the parties will discuss a revised date or another fair solution. Statutory rights remain unaffected.

10. Materials, turf and seed

Verde will use materials that are of satisfactory quality, fit for their agreed purpose and consistent with the Quotation, subject to natural variation.

Turf, seed, soils and organic materials naturally vary in colour, texture, density and composition. An exact match to an existing lawn or sample cannot be guaranteed.

If a specified product is unavailable, Verde will obtain the customer's approval before using a materially different substitute. Approval is not required for a non-material brand or packaging change that provides equivalent specification and performance.

Fresh turf and some living materials deteriorate quickly. The customer must allow delivery and installation at the agreed time and must begin required watering promptly.

11. Carrying out the Project

Verde will provide the service with reasonable care and skill, use suitable equipment and follow applicable product and safety instructions.

Reasonable disturbance, noise, temporary mud, footprints, machinery marks and access over agreed routes may occur during the work. Verde will take reasonable care and leave the working area in a reasonably tidy condition appropriate to the Project.

Several stages may be required. A period between preparation, seeding, turfing, treatment or finishing stages is not a failure where reasonably necessary for ground, product or weather conditions.

12. Waste, excavated material and excess soil

The Quotation will state whether removal of turf, soil, spoil, packaging or other waste is included. Material not expressly included for removal may be left neatly at the Property in an agreed location.

Unexpected contaminated, hazardous or excessive material is not included unless specifically stated. Verde may stop work, secure the area and arrange a separate quotation or specialist advice.

13. Completion and inspection

The Project is substantially complete when the agreed work is finished apart from minor items that do not prevent normal use or aftercare.

The customer should inspect the work when reasonably possible and report visible concerns promptly. A delay in reporting does not remove statutory rights, but prompt notice helps Verde investigate and correct problems.

Verde must be given a reasonable opportunity to inspect an alleged defect and, where appropriate, repeat or correct the service.

14. Aftercare

Successful turfing, seeding and renovation require continuing customer aftercare. Verde will provide reasonable written instructions appropriate to the Project. They may include:

- watering immediately and at the frequency advised;
- avoiding foot traffic, pets and heavy use during establishment;
- waiting before the first cut and using an appropriate mowing height;
- not applying unapproved feed, weedkiller or other products;
- protecting the area from drought, frost, washout or physical damage where reasonably possible; and
- contacting Verde promptly if establishment appears abnormal.

The customer is responsible for ongoing watering unless a separately agreed irrigation or watering service is included. Weather alone does not replace required watering.

15. Natural results and exclusions

Lawns are living systems. Germination, rooting, colour, density and long-term results are affected by soil, drainage, temperature, shade, watering, mowing, weather, pets, wildlife, disease, pests, wear and customer aftercare.

Verde does not guarantee instant maturity, identical colour, complete germination, a permanently weed-free or moss-free lawn, or that no settling or seasonal change will occur.

This does not exclude responsibility where materials are faulty, the service was not provided with reasonable care and skill, or a specific written result was agreed and not achieved because of Verde's breach.

Drainage, structural soil correction, irrigation, major levelling, pest or disease treatment and future maintenance are excluded unless expressly included in the Quotation.

16. Cancellation after the statutory period

The customer may ask to cancel before completion. If Verde is not at fault and no immediate statutory cancellation right applies, the customer must pay only a reasonable amount reflecting Verde's actual direct loss. This may include:

- work properly completed before cancellation;
- materials ordered or delivered that cannot reasonably be cancelled, returned or used elsewhere;
- supplier, delivery, disposal or restocking costs actually incurred;
- reasonable committed labour or other costs that cannot be avoided; and
- lost profit only to the extent it is a direct loss that Verde cannot reasonably reduce.

Verde will take reasonable steps to reduce its loss, deduct costs saved, avoid double recovery and provide a reasonable explanation of the calculation. The amount will not exceed the unpaid contract price.

If the customer's payments exceed the amount properly due, the balance will be refunded. A deposit will not be kept automatically merely because it was described as a deposit.

17. Verde's cancellation or suspension

Verde may suspend work for non-payment, unsafe access, abusive behaviour, undisclosed hazards, unlawful instructions or another serious customer breach, after reasonable notice where practicable.

Verde may end the contract where the breach is serious or is not corrected within a reasonable opportunity. The customer will pay only amounts properly due, subject to the fair-loss calculation in section 16.

If Verde ends the Project without customer fault, the customer will pay only for conforming work and materials properly supplied, and Verde will refund payment for work not supplied.

18. Problems and consumer rights

Customers should report concerns to info@verdelawncares.co.uk, 0151 272 8904 or 07476 242276 and provide the Property address, Project details, relevant dates, photographs where helpful and an explanation.

Verde will investigate fairly. Where the service does not conform to the contract, statutory remedies may include repeat performance within a reasonable time and without significant inconvenience, or an appropriate price reduction where repeat performance is impossible or is not completed as required.

Nothing in these terms restricts statutory consumer rights.

19. Property damage and liability

Verde will take reasonable care at the Property and is responsible for foreseeable damage caused by Verde's breach or failure to use reasonable care and skill.

Verde is not responsible for pre-existing defects, hidden services or hazards not reasonably discoverable, damage caused by inaccurate customer information, third parties, customer aftercare failures, or natural events outside Verde's reasonable control, except to the extent Verde contributed to the loss.

Nothing excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, statutory rights that cannot be excluded, or another liability the law does not permit Verde to exclude.

20. Relationship with a Premium Plan reduction

A qualifying Project may reduce a Premium Plan Minimum Term only under section 7 of the Lawn Care Plan Terms & Conditions.

The reduction becomes an entitlement only once the eligible Project for the same customer and Property has been completed and the qualifying invoice has been paid in full in cleared funds. The Project price is additional to Premium Plan payments.

21. Personal information

Verde uses personal information to quote, schedule, provide and document the Project, process payment, communicate, handle complaints and meet legal obligations. Further details are in the Privacy Notice.

22. General provisions

The customer may not transfer the Project contract to another person or Property without Verde's written agreement.

If a provision is unlawful or unenforceable, the remaining provisions continue to apply. A delay in enforcing a right does not waive it. Only Verde and the customer may enforce the contract unless the law provides otherwise.

23. Governing law and courts

These terms are governed by the laws of England and Wales. Proceedings may be brought in the courts having jurisdiction where the customer lives. Customers living in Scotland or Northern Ireland retain any right to bring proceedings in their local courts.

Model Cancellation Form

The customer may use this form but does not have to. Any clear statement communicating the decision to cancel is acceptable.

To:

Verde Lawn Care Ltd
Apartment 5, Brotherton View
704 New Chester Road
Wirral
United Kingdom
CH62 2BB

Email: info@verdelawn care.co.uk

Mobile / WhatsApp: 07476 242276

I give notice that I wish to cancel my lawn renovation or makeover contract.

Customer name

Property address

Quotation or order reference

Contract date

Telephone or email

Signature (if submitted on paper)

Date

Verde will acknowledge the cancellation and explain any refund or reasonable amount lawfully due.