

Terms of Business

Renovo is a trading name of The Deos Property Group Limited: registered in England and Wales (Company Number 6071892) address Suite 205 Eagle Tower Montpellier Drive, Cheltenham, GL50 1TA.

Payments to be made by BACS to:

The Deos Property Group Ltd

Sort code: 30-94-81

Account number: 01873828

IBAN: GB50 LOYD 3094 8101 8738 28

1. A contract shall come into existence on receipt of a customer's works order, an email instruction to proceed or verbal instruction.
2. RENOVO understands that property agents are instructing works on behalf of their client but RENOVO reserves the right to hold both the customer and the instructing agent jointly and severally liable for invoices raised as a result of a works instruction given.
3. A rate card has been supplied to the property agents acting on behalf of the Customer. These will may change periodically and a new rate card will be emailed to the property agents.
4. Payment shall be due and payable thirty (30) days from the date of RENOVO's invoice(s)
5. Any balances unpaid after thirty (30) days of the date of invoice will be charged interest in line with UK Legislation such as the Late Payment of Commercial Debts (interest) Act 1998, the Late Payment of Commercial Debts Regulations 2013 and the Late Payment of Commercial Debts (Amendments) Regulations 2018.
6. Should Customer dispute all or a portion of RENOVO's invoice, it shall so notify RENOVO within thirty (30) days of the date of RENOVO's invoice, and shall pay the undisputed portion thereof within the same period of time.
7. Should the Customer find fault/dispute with the quality of the works carried out and dispute the invoice they must notify RENOVO and allow them the opportunity to investigate and correct the fault if any found. Should RENOVO not be allowed to address the fault then the customer is liable for the full invoice amount.
8. Ownership of any parts or materials supplied in the course of carrying out the works shall not pass to the customer until the customer has made full payment of all sums owing; failing which the company shall have the right to reposes or otherwise recover the parts or materials. Until title passes the customer shall hold the parts and/or materials as Bailee for the company.
9. If the Customer and RENOVO's agreed upon resolution to an invoicing dispute requires RENOVO to submit a new or revised invoice to Customer, such new or revised invoice shall be deemed to have been received by Customer on the date Customer first received RENOVO's invoice which gave rise to the dispute.
10. RENOVO shall be entitled to recover all of the solicitors' fees, expert fees, consultant fees, and court costs RENOVO incurs to pursue any claim or counter-claim against Customer arising out of or related to any Work Order or instruction to the extent RENOVO prevails on such claim or counter-claim.
11. If either party cancels any works instruction; any Work in progress on the effective date of such cancellation the Customer shall pay RENOVO, as compensation for the Work performed prior to said cancellation, all documented, reasonable costs incurred by RENOVO. The documented, reasonable costs committed by RENOVO (such costs for orders of goods which orders are not cancellable or which goods cannot otherwise be utilized or sold in the ordinary course of RENOVO's business) and demobilization costs, if applicable.
12. A deposit/partial payment maybe required in advance in certain circumstances
13. Where the payments invoices is subject to an insurance claim, the Customer (the instructing agent or their client) must advise the company at time of instruction, if known and as soon as practicable if not and keep RENOVO updated as to the status of the claim. Should the claim take an unreasonable amount of time, RENOVO reserves the right to apply late payment charges in line with legislation listed above or pursue the customer for payment regardless of the insurance payout.