

APEIRON LAWN CARE LTD

SERVICES TERMS AND CONDITIONS

Last Updated: 16th June 2026

These Terms and Conditions apply to all services supplied by Apeiron Lawn Care Ltd ("Apeiron", "we", "our", "us") Lynton, Common Road, Aldeby, Beccles, Suffolk, NR34 0BL.

By accepting a quotation, booking a service, making payment, or allowing us to commence work, you agree to these Terms and Conditions.

1. DEFINITIONS

"Customer" means the person, company or organisation purchasing services from Apeiron Lawn Care Ltd.

"Services" means lawn treatments, lawn mowing, lawn renovation, scarification, aeration, overseeding, top dressing, turfing, wildflower establishment, robotic mower installation and any associated services supplied by us.

"Quotation" means a written quotation issued by us describing the Services and associated charges.

"Property" means the address where the Services are to be carried out.

"Contract" means the agreement between Apeiron Lawn Care Ltd and the Customer.

2. FORMATION OF CONTRACT

2.1 A Contract is formed when:

- a) the Customer accepts a Quotation in writing;
- b) the Customer instructs us to proceed with the Services, in writing or verbally; or
- c) we commence the Services.

2.2 Quotations remain valid for 30 days from the date of issue unless otherwise stated.

2.3 Any variation to the agreed Services must be confirmed in writing before additional work is undertaken.

3. OUR SERVICES

3.1 We will carry out all Services using reasonable care and skill.

3.2 Any dates or times provided are estimates only and are not guaranteed unless expressly agreed in writing.

3.3 We reserve the right to reschedule visits due to:

- a) adverse weather;
- b) unsuitable ground conditions;
- c) health and safety concerns;
- d) staff illness or operational requirements;
- e) circumstances beyond our reasonable control.

3.4 Lawn care is a biological process and specific results cannot be guaranteed. Outcomes may be affected by weather, drought, irrigation practices, soil conditions, pests, diseases, pet activity, shade, drainage and other factors outside our control.

4. CUSTOMER RESPONSIBILITIES

The Customer agrees to:

- a) provide safe and reasonable access to the Property;
- b) ensure treatment areas are free from excessive debris, toys, equipment, pet waste and other obstructions;
- c) identify and where helpful, mark any known underground services, irrigation systems, drainage systems, cables or pipework that may be affected by the Services;
- d) follow any aftercare instructions provided;
- e) ensure children and pets are kept away from treated areas for any advised period following application.

Failure to comply with these requirements may affect the quality of results and may result in additional charges.

5. ACCESS AND MISSED VISITS

5.1 If we attend the Property and are unable to perform the Services due to denied access, unsafe conditions, excessive obstruction, or circumstances within the Customer's control, we may charge a reasonable missed visit fee reflecting wasted labour, travel and administration costs.

5.2 Where reasonably possible, we will notify the Customer before applying any such charge.

5.3 We reserve the right to refuse to carry out Services where health and safety risks are present.

6. LAWN TREATMENTS

6.1 Seasonal lawn treatment programmes are provided on an annual basis.

6.2 Treatment schedules may vary according to seasonal conditions and agronomic requirements.

6.3 We cannot guarantee:

- a) seed germination;
- b) weed-free lawns;
- c) moss-free lawns;
- d) complete eradication of pests or disease;
- e) specific growth rates or visual appearance.

6.4 We are not responsible for failures caused by:

- a) drought, flooding or adverse weather;
- b) inadequate watering;
- c) pet damage;
- d) animal activity;
- e) hidden sub-surface obstructions;
- f) pedestrian traffic;

g) customer maintenance practices.

7. LAWN MOWING SERVICES

7.1 Lawn mowing services are provided on a recurring basis during the growing season.

7.2 Visit frequency may vary according to weather conditions, growth rates and seasonal requirements.

7.3 We will use reasonable endeavours to maintain agreed visit frequencies but cannot guarantee specific days or times.

7.4 Grass growth is weather dependent and mowing schedules may be adjusted accordingly.

8. ONE-OFF PROJECTS

8.1 This section applies to lawn renovations, turfing, wildflower establishment, robotic mower installations and other project-based works.

8.2 A deposit may be required before work is scheduled.

8.3 Materials purchased specifically for a project remain our property until paid for in full.

8.4 Any additional works requested by the Customer outside the agreed Quotation will be charged at the rates stated in the Quotation or otherwise agreed in writing before commencement.

9. PRICING AND PAYMENT

9.1 Prices are those stated within the Quotation.

9.2 We reserve the right to review and amend prices by providing at least 30 days written notice.

9.3 Payment terms will be stated within the Quotation or invoice.

9.4 Unless otherwise agreed, invoices are payable within 7 days of issue.

9.5 We reserve the right to suspend future Services where invoices remain unpaid.

9.6 For commercial customers only, statutory interest and compensation may be charged on overdue accounts in accordance with applicable legislation.

10. CONSUMER CANCELLATION RIGHTS

10.1 Where applicable, consumers have the right to cancel certain Contracts within 14 days under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

10.2 If the Customer requests that Services begin during the cancellation period and subsequently cancels, the Customer shall pay for any Services already provided before cancellation.

11. TERMINATION BY THE CUSTOMER

Recurring Services

11.1 Following any applicable cooling-off period, recurring lawn treatment or lawn mowing services may be cancelled by either party on 30 days' written notice.

11.2 The Customer shall remain liable for:

- a) services already completed;
- b) materials purchased specifically for the Property;
- c) reasonable costs incurred which cannot reasonably be recovered.

One-Off Projects

11.3 Where a project is cancelled before commencement, we may retain any deposit to the extent necessary to cover costs reasonably incurred before cancellation.

11.4 Where cancellation occurs after work has commenced, the Customer shall pay for:

- a) work completed up to the cancellation date;
 - b) materials purchased;
 - c) unavoidable costs reasonably incurred as a result of the cancellation.
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12. TERMINATION BY APEIRON

12.1 We may suspend or terminate Services where:

- a) invoices remain unpaid;
- b) access is repeatedly denied;
- c) health and safety concerns arise;
- d) abusive, threatening or inappropriate behaviour is directed towards our staff;
- e) circumstances arise which make performance of the Contract impractical.

12.2 Where appropriate, we will provide written notice before termination.

13. LIABILITY

13.1 Nothing within these Terms excludes or limits liability for:

- a) death or personal injury caused by negligence;
- b) fraud or fraudulent misrepresentation;
- c) any liability that cannot legally be excluded.

13.2 Subject to clause 13.1, our total liability shall not exceed the amount paid by the Customer for the specific Services giving rise to the claim.

13.3 We shall not be liable for:

- a) hidden underground services, irrigation systems, cables or drainage systems not disclosed to us;
- b) damage arising from circumstances beyond our reasonable control;
- c) deterioration caused by weather, pests, disease or customer neglect after completion;
- d) indirect or consequential losses.

13.4 Any concerns regarding completed Services should be reported as soon as reasonably practicable to allow inspection and, where appropriate, remedial action.

14. COMPLAINTS

14.1 Complaints should be submitted in writing by email or post.

14.2 We will investigate all complaints promptly and seek a fair and reasonable resolution.

14.3 Customers must provide us with a reasonable opportunity to inspect any alleged defect before arranging third-party remedial works.

15. DATA PROTECTION

We process personal data in accordance with our Privacy Policy and applicable UK data protection legislation.

A copy of our Privacy Policy is available on our website.

16. GOVERNING LAW

These Terms and Conditions are governed by the laws of England and Wales.

Any dispute arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.
