Hazelwells
estate agents | sales & lettings

General Terms & Conditions

Hazelwells
32 Winckley Sq
Preston, Lancs
PR1 3JJ

Hazelwells General Terms & Conditions

- About these terms

These General Terms & Conditions apply to websites and microsites operated by Hazelwells and to our property particulars, brochures, advertisements and other published communications, whether digital or printed including, third party property portals, external advertisements and other communications. The relevant provisions apply according to the material or service concerned.

These general terms do not replace any separately agreed terms governing an instruction, tenancy or other contracted service.

- Website use – inclusive of all registered domains

You may use our website for lawful purposes, including searching for properties, accessing information and contacting Hazelwells. You must not misuse enquiry forms, submit fraudulent or unlawful content, introduce malicious software, attempt unauthorised access or interfere with the website's operation or security.

You may link to publicly accessible pages on our website provided that the link does not misleadingly suggest an association with or endorsement by Hazelwells. You must not frame our website or present its content as your own without permission.

We may update website content and temporarily restrict access for maintenance, security or operational reasons. We do not guarantee uninterrupted availability.

Our website may contain links to third-party websites. Those websites are operated independently and have their own terms and policies. Including a link does not, by itself, constitute endorsement of all content on that website.

The property-information provisions elsewhere in these General Terms & Conditions also apply to our website. Nothing in this subsection excludes or restricts our legal responsibilities or your statutory rights.

- Copyright and intellectual property

Unless otherwise indicated, copyright and other intellectual property rights in Hazelwells' website, property particulars, brochures, advertisements and other published material belong to Hazelwells or its licensors. This includes text, photographs, floorplans, graphics, designs and branding.

Subject to any identified third-party restrictions, you may view, download and print material for your own property enquiries or transactions. You may also share relevant material privately with family members, professional advisers and others assisting you, provided that Hazelwells is acknowledged as the source, copyright notices are retained and the material is not altered or presented misleadingly.

Except as permitted above or by law, you must obtain permission from the relevant rights holder before reproducing, republishing, distributing or commercially exploiting the material, including copying it onto another website or advertising platform.

The Hazelwells name and three-step logo are used as trade marks. They must not be used in a way that infringes our rights or misleadingly suggests an association, endorsement or approval. Nothing in this notice restricts any use permitted by applicable intellectual property law.

- Governing law

These General Terms & Conditions and our explicit agreements governing an instruction, tenancy or other contracted service are governed by the laws of England and Wales. Nothing in these terms and conditions limits any mandatory consumer protections that apply to you.

- Severability

If any provision of these General Terms & Conditions is found to be unlawful, invalid or unenforceable, the remaining provisions will continue to apply so far as practicable.

- Property information and communications

We take reasonable care in preparing the information we provide through our website, property portals, printed publications and other communications. You should always obtain appropriate independent surveying, legal or other professional advice before entering into a legal property transaction. Nothing in these terms excludes or restricts our legal responsibilities or your statutory rights.

We take reasonable care to provide accurate and current information. Property details may include information supplied by owners and other sources and is subject to a qualification. Please notify us of any apparent error or inconsistency so that we can investigate and make appropriate corrections.

Measurements, floorplans and location plans are intended as guides. They should not be used for ordering furniture, planning building works or establishing legal boundaries without appropriate verification.

Photographs show the property at the time they were taken and may include items that are not included in the sale or letting. Fixtures, fittings and other items to be included should be confirmed through the transaction documentation.

Unless expressly stated otherwise, the preparation of marketing particulars does not include a building survey or technical testing of appliances, installations or services. Their appearance or inclusion in the particulars does not establish their condition, safety or working order.

Property availability, prices and transaction status may change. Please contact us for current information before arranging travel or making a commitment.

Marketing information is not a substitute for a property survey, legal advice or other appropriate professional advice which may be necessary subject to your circumstances.

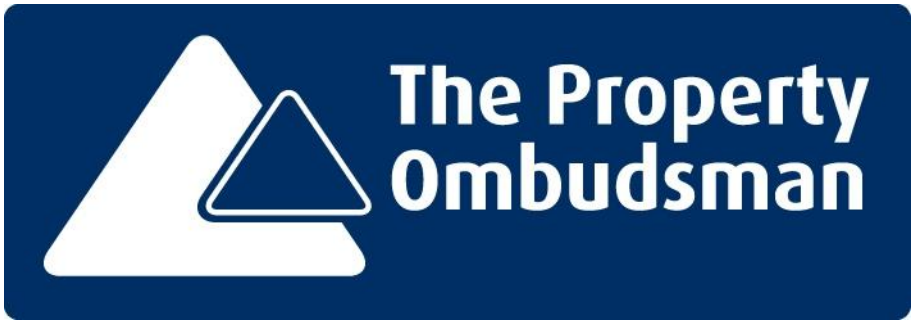
Nothing in this section excludes or restricts Hazelwells' legal responsibilities, liability for fraud or fraudulent misrepresentation, or any statutory rights that cannot lawfully be excluded or restricted.

- Professional Standards and Client Money Protection

Hazelwells is a Full Member of The Property Ombudsman (TPO) and commits to its applicable Codes of Practice. TPO provides independent redress for eligible complaints that remain unresolved through our internal complaints procedure, subject to its scheme rules. We maintain professional indemnity insurance in respect of our professional services, subject to the policy's terms, limits and exclusions.

Hazelwells is also a member of Money Shield, a government-approved Client Money Protection scheme. Eligible client money is protected subject to the scheme's rules, claim limits and exclusions. Our current membership certificate and further scheme information are available on our website and on request. Client Money Protection is separate from tenancy-deposit protection.

Our client money handling practices have been independently reviewed by The Letting Partnership, with TLP Assured status and Quality Standard Assurance for Client Money Handling. This recognises the standards demonstrated at the date of review. It is an assurance of our client money handling practices and does not replace our separate Client Money Protection membership.



As a Full Member of The Property Ombudsman (TPO) we commit to TPO Codes of Practice.

- **Privacy and cookies**

For information about how Hazelwells collects and uses personal information, please read our Privacy Policy at https://preston.hazelwells.com/privacy
For information about cookies and similar technologies used on our website, please read our Cookie Policy at https://preston.hazelwells.com/cookies

---