

TERMS & CONDITIONS

Client services - architectural, planning, engineering coordination, surveys and inspections

Effective / last reviewed: 8 August 2026



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Important

These Terms apply together with the written quotation, scope of services and any project-specific terms. Nothing in these Terms limits statutory rights that cannot lawfully be excluded.

1. Who we are

Miraj Plans / Miraj Architecture & Planning Services is a trading name of MIRAJ IT SOLUTIONS LTD, company number 15812228. Contact: Info@mirajplans.co.uk, +44 7426 930813, www.mirajplans.co.uk.

2. Quotations and contract formation

- A quotation describes the proposed scope, deliverables, fees, assumptions, exclusions and payment stages.
- A contract is formed when the client accepts the quotation in writing or electronically and any required initial payment is received, unless the quotation states otherwise.
- Changes to scope, property conditions, client instructions or third-party requirements may require a revised quotation.

3. Our services

- Services may include architectural drawings, planning support, Building Regulations documentation, structural engineering coordination, surveys, inspections and professional reports.
- Specialist structural engineering, surveying or other regulated professional work may be provided or reviewed by appropriately qualified independent professionals under the agreed appointment.
- Planning authorities, Building Control, highways bodies, lenders, insurers and other third parties make their own decisions. Approval or acceptance cannot be guaranteed.

4. Client responsibilities

- Provide accurate project information, property access and documents reasonably required for the service.
- Tell us promptly about known defects, restrictions, ownership issues, neighbour matters or changes that may affect the project.
- Do not use draft drawings, calculations or reports as final documents unless clearly issued for that purpose.

5. Fees, invoices and third-party costs

- Fees and payment stages are set out in the quotation or invoice. Payment is due by the stated due date.
- Council fees, Building Control fees, specialist fees and other third-party charges are separate unless expressly included.
- If an undisputed invoice remains overdue, we may pause work after reasonable notice. This does not affect rights that cannot lawfully be excluded.

6. Changes, delays and additional work

- Work outside the agreed scope is chargeable only where agreed or otherwise permitted by law.
- Timescales are estimates unless expressly agreed as fixed. We are not responsible for delays caused by authorities, third parties, unavailable information, access issues or events outside reasonable control.

7. Consumer cancellation rights

If the client is a consumer and the contract is concluded online, by telephone, by email or away from our business premises, a statutory 14-day cancellation period may apply under the Consumer Contracts Regulations 2013.

- If the consumer asks us to begin work during the cancellation period and later cancels, we may charge a proportionate amount for services supplied up to cancellation where the law permits.
- If the service is fully performed during the cancellation period after the consumer has expressly requested early performance and acknowledged the effect on the cancellation right, the statutory cancellation right may end.
- To cancel, email us a clear statement at Info@mirajplans.co.uk.

8. Cancellations, termination and refunds

- Either party may end the appointment in accordance with the quotation, these Terms and applicable law.
- On termination, the client remains responsible for properly due fees for work already carried out and committed third-party costs, subject to statutory consumer rights.
- Deposits are credited against the agreed fee. Any refund is assessed against work completed, costs incurred and the client's legal rights; we do not apply a blanket "no refund" rule.

9. Intellectual property and document use

- Unless otherwise agreed, copyright in drawings, reports, calculations, templates and other original documents remains with the author or rights holder.
- Once amounts properly due are paid, the client may use final project documents for the agreed project and purpose. Reuse for another site, project or purpose requires written permission where applicable.

10. Liability

- We will provide services with reasonable care and skill as required by applicable law.
- We are not responsible for loss caused by inaccurate client information, unauthorised changes to professional documents, use outside the agreed purpose, or matters outside the agreed scope.
- Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory consumer rights.

11. Complaints and disputes

Please raise service complaints promptly at Info@mirajplans.co.uk. We will try to resolve concerns fairly. Consumer clients may have additional statutory remedies. These Terms are governed by the law of England and Wales, subject to any mandatory consumer jurisdiction rights.

12. Legal framework

These Terms are intended to operate consistently with applicable UK law, including the Consumer Rights Act 2015 and, where relevant, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Project-specific legal or professional advice may still be required.