



Terms and Conditions of Business

These terms and conditions apply to every contract.

Definitions:

Client	Means the individual or company who has engaged MBT Inventories
MBT Inventories	Means Made by Tabi Inventories; reference to 'we', 'us', or 'our' is a reference to MBT Inventories
Landlord	Means a landlord or their representative
Inventory	Means an inventory of the contents and condition of a property
Check Out	Means a document compiling the outcome of the comparison of the initial Inventory at the end of a tenancy
Report	Means a written document detailing the Check Out or Inventory
Touchright	Means Touchright Software, the inventory management system used by MBT Inventories
Unfurnished	Means a property with no furniture
Furnished	Means a property with basic furniture, not including miscellaneous items such as kitchenware, crockery and cutlery for example

Privacy

MBT Inventories collects personal information when you make a booking.

Personal information that you supply to us will be used:

1. To allow us to fulfil the terms of our contract with you
2. For feedback on service levels provided

We will not disclose any information to any person outside MBT Inventories unless legally obliged.

General Terms

The Inventory will comprise a list of the furniture, fixtures, fittings and household effects with a description of the state of decoration and condition of the interior and its effect at the property. We are required to record what we see and the Report will be based on the visible condition of the fixtures at the time of the visit. We therefore request that the property is ready, with any cleaning or maintenance completed prior to the Inventory.

The Inventory is prepared for identification purposes only and in no way constitutes a valuation or statement of authenticity and should not be used as a structural survey report.

It is the responsibility of the Landlord and the Tenant, or their respective Agent, to agree



between themselves the accuracy of this report within 7 days of the commencement of the tenancy.

We will not move heavy furniture, including turning mattresses, and will not be held liable for any detail obscured by such items.

We will not check electrical items, and will not be held liable for any faults.

The Fire and Safety Regulations regarding Furniture, Gas, Electrical and similar services are the responsibility of the Landlord. Where the inventory notes 'Fire Safety label seen' this must not be interpreted to mean that the item complies with the "Furniture and Furnishings (Fire Safety Amendments) 1993". It is simply a record that the item had a label as described, or similar to that detailed, in the "Guide to the Furniture and Furnishings (Fire Safety) Regulations" as published by the Department of Trade and Industry, January 1997 (or subsequent edition).

Intruder alarms will not be tested.

Smoke and CO alarms will be tested for sound, or where mains operated a green or red light, where these are possible to reach. The result will be recorded within the Check Out or Inventory.

We will not inspect lofts, basements or locked rooms, or search through drawers, cupboards, bags or boxes of miscellaneous items.

We will take meter readings where there is clear access and labelling. We will not be held liable for any revisit to the property or loss incurred as a result of MBT Inventories being unable to locate or access a meter.

If for any reason we feel that the property or a person visiting the property is unsafe, we reserve the right to cancel the appointment at that point without liability, and report the issue to the Client.

It is the responsibility of the Client to make available access keys for MBT Inventories. If we are required to collect or return keys to the Client, we will charge 45p per mile. We reserve the right to refuse to collect or deliver keys to or from a location more than 5 miles from the property.

MBT Inventories will return all reports within 3 working days unless otherwise agreed in advance in writing.

Check Out

These terms are in addition to the General Terms.



A full Check Out can only be provided if the initial inventory, ideally signed by the tenants, is provided in advance of the appointment.

MBT Inventories can only comment against the information provided, and do not accept any liability for poor or incomplete initial inventories. We cannot be held liable for any financial loss suffered by a landlord where we have carried out a Check Out report on a poor or incomplete inventory or where no inventory has been provided.

Where an initial inventory is not provided, MBT will undertake a Schedule of Condition and Cleanliness report supported by photographs.

The Check Out is an exception report based on the initial inventory, and will only list changes, with photographs where practical. Any items not included in the Check Out are understood to be as listed in the initial inventory.

Where appropriate, MBT Inventories will apportion responsibility to the Landlord or Tenant.

If the tenant is not ready to vacate the property within 15 minutes of the confirmed Check Out appointment, MBT Inventories reserve the right to charge either additional waiting time at £30 per half hour, or a cancellation fee equal to the full fee due for the appointment, whichever is deemed appropriate by MBT Inventories.

Prices

Property pricing is bespoke and based on the number of rooms and level of furnishing. We provide an example pricelist of the average prices for each size of property, but a copy of the floorplan is required at the point of booking to ensure an accurate quotation. (Not all 3 bed properties are created equal!).

Heavily furnished properties, including miscellaneous items such as bedding, crockery, cutlery etc, are also subject to individual pricing. Please ensure that an accurate representation of the property is given at the point of booking.

In the event that the property size or level of furnishing is incorrectly given by the client, MBT Inventories reserve the right to charge for additional rooms at £30 per room. This includes additional facilities or storage rooms such as outhouses.

All external rooms (such as garages and outhouses) must be clearly identified in advance of the appointment, with their location and access details provided.

Order Notice Periods

MBT Inventories requires at least 2 working days' notice for all appointments.



We typically offer appointments Monday to Friday 10am-3pm.

Weekend appointments may be available subject to availability and are subject to additional charges.

Cancellation Rights

Cancellations made at least 48 hours prior to the appointment in writing are not subject to any charges.

Cancellations made within 48 to 12 hours of the appointment are subject to a charge equal to 50% of the quoted price.

Cancellations made within 12 hours of the appointment are subject to the full quoted price.

Payment

The price will be agreed in advance in writing.

Payment is due by bank transfer within 7 days of invoicing.

We will charge interest on overdue accounts of 5% above the Bank of England base rate.

These Terms and Conditions were last updated in October 2025 and are subject to change. We will provide an updated copy of this document upon quote request & booking or on request.