



Scope of Service

Effective Date: 9th September 2026

This Scope of Service applies to services provided by **JDF Solutions Ltd trading as Auction Eyes**.

Auction Eyes provides visual property viewing, access and reporting support.

This document explains what Auction Eyes does, what it does not do, and the limitations that apply.

1. Core principle

Auction Eyes observes what can be seen, captures visual information and reports it clearly.

Auction Eyes does not diagnose, value, advise, recommend, negotiate or replace professional due diligence.

We observe what can be seen. We report it clearly. You decide what to do next.

2. VIEW

VIEW is for clients who cannot attend a property viewing themselves.

The client arranges the viewing with the auction house, selling agent or authorised property representative.

Auction Eyes may then attend the pre-arranged appointment and provide:

- property attendance;
 - internal photographs, where access allows;
 - external photographs, where access allows;
 - street, access and surrounding context photographs;
 - rear garden, yard or outbuilding photographs, where accessible;
 - walkthrough video, where practical and permitted;
 - client-requested visual checks;
 - a structured visual report;
 - an organised photo/video folder.
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3. CHECK

CHECK is for clients who need a later visual update or specific property visit.

This may include:

- refurbishment progress photographs;
- vacant property checks;
- visible change updates;
- post-purchase visual updates;
- specific areas or features the client asks to be photographed.

CHECK does not include condition assessment, project management, snagging, certification, contractor supervision or professional inspection.

4. ACCESS

ACCESS is for situations where someone needs to be present at the property and the client cannot attend.

This may include attendance for:

- surveyors;
- valuers;
- contractors;
- trades;
- deliveries;
- professional visits;
- post-sale access appointments.

Auction Eyes may provide access where authorised and remain on site for the agreed appointment.

Auction Eyes does not supervise professional work, approve work, certify work, instruct contractors or make technical decisions.

5. Client-requested visual checks

Clients may ask Auction Eyes to pay particular attention to visible areas or details, such as:

- rear access;
- garden, yard or outbuildings;
- roofline, gutters and fascias visible from ground level;
- windows and doors;
- visible staining or discolouration;
- visible cracking, gaps or damaged finishes;
- flooring;
- boiler or heating equipment, where visible;
- consumer unit or meters, where visible;
- loft, roof void, cellar or basement only where safely and clearly accessible;
- specific rooms or areas.

Auction Eyes will attempt to capture requested visual checks where access, time, safety and property conditions allow.

6. What Auction Eyes does not provide

Auction Eyes does not provide:

- building surveys;
- structural assessments;
- damp surveys;
- roof surveys;
- asbestos assessments;
- electrical testing;

- gas safety checks;
 - plumbing assessments;
 - drainage assessments;
 - valuations;
 - rental appraisals;
 - legal due diligence;
 - title review;
 - planning advice;
 - development advice;
 - investment advice;
 - lending advice;
 - insurance advice;
 - tax advice;
 - negotiation;
 - offer handling;
 - property sourcing;
 - buyer representation;
 - seller representation.
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7. No testing or invasive inspection

Auction Eyes does not test services, appliances, alarms, utilities, boilers, electrics, plumbing, drainage, heating systems or fixtures.

Auction Eyes does not lift floor coverings, open up walls, move heavy items, enter unsafe areas, climb onto roofs, use ladders, disturb materials, or carry out invasive inspection.

Doors, cupboards, loft hatches, cellars, garages, outbuildings and external areas will only be accessed where safe, permitted and practical.

8. No comment on auction listing

Auction Eyes does not check, verify, approve, challenge or comment on any auction listing, catalogue entry, guide price, photographs, legal pack, sales particulars or information provided by the auction house, selling agent or seller.

Any Auction Eyes report is not a commentary on the auction house's listing.

The service is limited to attending a pre-arranged viewing or access appointment and providing the client with their own visual record of what was visible and accessible during that appointment.

9. Limitations

What Auction Eyes can capture may be limited by:

- the length of the viewing slot;
- access restrictions;
- agent or seller instructions;
- other viewers present;

- locked rooms or areas;
- unsafe areas;
- poor lighting;
- weather;
- overgrown external areas;
- stored items;
- furniture or coverings;
- inability to access lofts, cellars, roofs, gardens or outbuildings;
- mobile signal or technical issues.

Where relevant, limitations will be noted in the report.

10. Reports and photo/video folders

The report is a structured visual summary. It highlights selected images, requested visual checks, visual context notes and limitations.

The full photograph set and walkthrough video are provided separately in an online folder where practical.

The report and folder should be reviewed together.

Auction Eyes does not guarantee that every visible issue will be photographed or included in the report.

11. Buyer responsibility

Auction Eyes helps the client see more before deciding what to do next.

The client remains responsible for:

- reviewing the auction legal pack;
 - instructing a solicitor;
 - instructing a surveyor or specialist where needed;
 - obtaining valuation, finance, insurance and tax advice;
 - checking planning, title, boundaries, access and restrictions;
 - deciding whether to bid or buy;
 - setting their own bid limit;
 - accepting the risks of auction purchase.
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12. Important wording

Auction Eyes may say that something was visible, photographed, accessible, not accessible, noted or observed.

Auction Eyes does not say that something is safe, sound, structurally acceptable, compliant, financeable, insurable, legally acceptable, good value or a good investment.