



Terms of Business

Effective Date: 9th September 2026

These Terms of Business apply to services provided by JDF Solutions Ltd trading as Auction Eyes.

Auction Eyes provides independent property viewing, access and visual reporting support for auction buyers, investors and property professionals.

By submitting a booking request, accepting a quotation, making payment or instructing Auction Eyes to proceed, you agree to these Terms of Business and the Auction Eyes Scope of Service.

1. Services

Auction Eyes may provide the following services:

VIEW — attendance at a pre-arranged property viewing on behalf of the client, with photographs, walkthrough video, client-requested visual checks and a structured visual report.

CHECK — a follow-up, progress, vacant-property or specific visual check visit.

ACCESS — attendance at a pre-arranged access appointment for an authorised person, such as a surveyor, valuer, contractor, trade or professional representative.

The exact service, fee, property, appointment time and agreed scope will be confirmed before attendance.

2. Booking process

Submitting a form or enquiry does not create a confirmed booking.

A booking is only confirmed when Auction Eyes has:

- reviewed the request;
- confirmed availability;
- confirmed the agreed fee;
- accepted the instruction; and
- received payment, unless otherwise agreed in writing.

Auction Eyes may decline any instruction where location, timing, access, safety, scope, conflicts, property condition or practical limitations make the instruction unsuitable.

3. Access and viewing arrangements

The client is responsible for arranging the viewing or access appointment with the auction house, selling agent, seller, key holder or authorised property representative.

Auction Eyes does not arrange property viewings, negotiate access rights, act for the buyer or seller, or participate in the sale transaction.

The client must provide accurate appointment details, property details, access instructions and contact information before attendance.

If Auction Eyes cannot access the property because the appointment has not been arranged, access is refused, keys are unavailable, the property cannot be identified, the appointment details are incorrect, or the client has not provided necessary information, the fee may remain payable.

4. Fees and payment

Fees are agreed before attendance.

VIEW pricing starts at £125. CHECK, ACCESS, extended appointments, non-standard requirements and wider-travel instructions are quoted by requirement.

Payment is made by bank transfer to the JDF Solutions Ltd business account unless otherwise agreed.

Payment in full confirms the booking. Attendance is not confirmed until payment has been received unless otherwise agreed in writing.

5. Cancellation by the client

The client may cancel a booking by emailing:

hello@auctioneyes.co.uk

Where cancellation occurs before Auction Eyes has started work, any refund will depend on timing, costs incurred and whether the service was booked as an urgent or time-sensitive instruction.

Where Auction Eyes has already started work, including reviewing the brief, planning attendance, travel preparation, travel, attending the property, processing photographs/video, uploading files or preparing the report, Auction Eyes may charge a reasonable amount for work already carried out.

6. Consumer cancellation rights

Where the client is a consumer, the client may have a statutory right to cancel the contract within 14 days of the booking being confirmed.

If the client asks Auction Eyes to carry out the service within that 14-day cancellation period, the client must expressly request Auction Eyes to begin work before the cancellation period has expired.

Where the client has expressly requested Auction Eyes to begin work within the 14-day cancellation period, the client agrees that if they cancel after work has started, they may be required to pay Auction Eyes a reasonable amount for work carried out up to the point of cancellation.

Work may include reviewing the instruction, considering the client's brief, planning attendance, travel preparation, travel, attending the property, taking photographs or video, processing material, preparing the report, uploading files or otherwise carrying out the agreed service.

Where the service has been fully performed within the 14-day cancellation period following the client's express request, the client acknowledges that the statutory right to cancel is lost once the service has been completed.

For these purposes, the service will normally be treated as fully performed once Auction Eyes has attended the viewing/access appointment and supplied the agreed photographs, video, report or other agreed service material.

7. Cancellation or non-attendance by Auction Eyes

Auction Eyes may cancel or decline attendance where circumstances make the instruction impractical, unsafe or unsuitable.

This may include illness, vehicle issues, severe weather, access issues, safety concerns, incorrect appointment information, unreasonable conduct, or circumstances outside Auction Eyes' control.

Where Auction Eyes cancels before starting work and no suitable alternative is agreed, any payment received for the cancelled service will be refunded.

Auction Eyes is not responsible for losses arising from auction deadlines, bidding decisions, missed opportunities, travel arrangements, finance decisions or transaction outcomes.

8. Scope and limitations

Auction Eyes provides visual information only.

Auction Eyes does not provide:

- building surveys;
- structural assessments;
- valuations;
- legal due diligence;
- planning advice;
- investment advice;
- lending or finance advice;
- tax advice;
- insurance advice;
- negotiation;
- offer handling;
- property sourcing;
- buyer or seller representation.

Any matters of concern should be raised with the client's surveyor, solicitor, lender, insurer, contractor, tax adviser or other relevant professional.

The Auction Eyes Scope of Service should be read alongside these Terms of Business.

9. No comment on auction listing

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

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

Auction Eyes is instructed by the client to obtain a visual record from a pre-arranged viewing or access appointment. The client remains responsible for reviewing the auction information, legal pack and any other material provided by the auction house, selling agent or seller.

10. Photographs, video and reports

Auction Eyes will use reasonable care to capture photographs, video and visual observations within the agreed appointment time and access available.

The number and nature of photographs, video and observations may vary depending on access, time, safety, lighting, weather, property layout, property condition, restrictions imposed by the agent or owner, and other people present at the viewing.

Reports highlight selected visual points. The full photograph and video folder should be reviewed alongside the report.

Auction Eyes does not guarantee that every visible issue will be photographed or noted.

11. No reliance as survey or advice

The client agrees that Auction Eyes material is not a substitute for a survey, valuation, legal review, planning review, contractor inspection, lender assessment or professional due diligence.

The client remains responsible for deciding whether to bid, purchase, inspect further, instruct professionals or take any other action.

Auction Eyes does not advise whether a property should be bought, sold, retained, financed, insured or developed.

12. Liability

Auction Eyes will provide the service with reasonable care and skill.

Auction Eyes is not responsible for:

- defects, issues or risks not visible during the appointment;
- matters hidden behind walls, ceilings, floors, coverings, furniture, stored items or inaccessible areas;
- active or historic damp, leaks, structural issues or service defects;
- legal title, planning, boundary, access, valuation, finance or insurance matters;
- auction outcome, bidding decisions or investment performance.

Nothing in these Terms limits liability where it would be unlawful to do so.

13. Use of material

Photographs, video, reports and notes are provided for the client's own use in relation to the property instruction.

The client must not present Auction Eyes material as a survey, valuation, legal report or professional condition assessment.

Auction Eyes may use anonymised or edited material for internal training, service improvement or sample material where lawful and appropriate, provided private individuals, personal documents, vehicle registrations and sensitive information are not identifiable.

14. Complaints

If the client has a concern about the service, they should email:

hello@auctioneyes.co.uk

The client should set out the issue, property address, booking details and any relevant information.

Auction Eyes will review the concern and respond within a reasonable time.

15. Governing law

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