

Terms & Conditions - Steadfast Compliance Ltd

Last updated: 15.04.2026

These Terms and Conditions govern the provision of inspection services by Steadfast Compliance Ltd. Acceptance of a quotation, purchase order, booking confirmation, or instruction to proceed constitutes acceptance of these Terms and Conditions.

1. Services

Steadfast Compliance Ltd provides independent inspection services including:

- LOLER Thorough Examinations
- PUWER inspections
- PSSR examinations
- Playground inspections
- Ladder and platform inspections

All inspections are conducted in accordance with applicable UK legislation and recognised industry guidance.

2. Quotations

All quotations are based on information provided by the client. Steadfast Compliance Ltd reserves the right to amend pricing where:

- Equipment differs from that quoted
- Access requirements change
- Additional equipment is presented
- Site conditions differ from those stated

Quotations are valid for 30 days unless otherwise stated.

3. Purchase Orders

Where the client operates a Purchase Order (PO) system, a valid PO must be provided prior to work commencing.

Where a PO is not provided:

- Written email acceptance constitutes agreement
- Work undertaken is deemed authorised
- Payment remains due in accordance with these terms

Failure to provide a PO does not invalidate payment obligations.

4. Payment Terms



Invoices are issued upon completion of inspection unless otherwise agreed.

Payment is due within **14 days of invoice date** unless otherwise agreed.

Steadfast Compliance Ltd reserves the right to:

- Withhold inspection reports and associated documentation until full payment is received
- Suspend future inspections
- Refuse scheduling of additional work
- Recover costs associated with late payment

Late payments may incur statutory interest and compensation in accordance with the Late Payment of Commercial Debts (Interest) Act 1998. Steadfast Compliance Ltd reserves the right to recover reasonable costs incurred in recovering overdue amounts.

5. Cancellation

Cancellations made within 24 hours of a scheduled visit may incur a cancellation charge of **£125 or 25% of the quoted value, whichever is greater.**

Where travel or accommodation has been arranged, any non-refundable costs incurred may be chargeable in addition to the cancellation fee.

Where travel has commenced Steadfast Compliance Ltd reserves the right to charge up to the full quoted value.

Steadfast Compliance Ltd reserves the right, at its sole discretion, to waive or reduce cancellation charges where visits are rescheduled.

6. Client/Duty Holder Responsibilities

The client/duty holder shall:

- Provide safe access to equipment
- Ensure equipment is available at agreed time
- Ensure all equipment is presented or clearly identified as reasonably practicable
- Provide competent escort where required
- Ensure equipment is safe and prepared for inspection
- Provide relevant documentation where applicable
- Identify any equipment located across multiple areas or buildings

Steadfast Compliance Ltd shall not be responsible for locating equipment within large facilities. Equipment not presented or identified may be excluded from inspection.

The duty holder retains responsibility for:



- Ensuring equipment remains safe between inspections
- Rectifying defects identified
- Removing unsafe equipment from service
- Maintaining statutory inspection intervals
- Ensuring equipment is not used where defects are identified

Inspection by Steadfast Compliance Ltd does not transfer legal responsibility.

Additional charges may apply where:

- Equipment is unavailable
- Equipment is not presented for inspection
- Access is not provided
- Delays occur
- Equipment is out of service upon attending site
- Previously requested supplementary testing was not completed

Charges may apply when a return visit is required to complete inspection due to any of the above.

7. Inspection Scope

Thorough examinations and inspections carried out by Steadfast Compliance Ltd are visual and functional assessments only and do not include:

- Load testing unless specifically agreed in writing
- Dismantling or intervention of equipment or components as outlined below
- Repair, adjustment or maintenance activities
- Destructive testing
- Intrusive examination beyond normal operational handling

Examinations are non-intrusive and do not involve intervention that would alter or disturb safety-critical components but may involve handling of components. Inspections may, where reasonably practicable, involve handling of components to allow adequate visual assessment or testing.

For clarity, examples may include but are not limited to:

Intervention (not included within inspection scope):

- Dismantling and reassembling safety valves
- Adjusting or altering set pressures
- Adjusting brake systems or internal mechanisms
- Opening or dismantling fall arrest blocks including access to internal mechanisms
- Disassembly of mast assemblies, winches, or brake systems
- Measurement, adjustment or replacement of inaccessible internal components
- Repair, modification or maintenance activities of any kind



Handling (may be included where safe and practicable):

- Removal of access covers
- Opening inspection panels
- Handling or repositioning components for visual inspection
- Removal of components such as safety valves for testing

Where intrusive examination, dismantling or supplementary testing is required, this will be identified in accordance with Section 8 - Supplementary Testing.

8. Supplementary Testing

Where supplementary testing is required to determine the condition, integrity or continued safe use of equipment, this will be identified within the report.

Supplementary testing may include but is not limited to:

- Load testing
- Non-destructive testing (NDT)
- Strip examination
- Specialist engineering assessment
- Verification of measurement or calibration

Supplementary testing is not included within the standard inspection scope and must be arranged separately by the client. Additional charges may apply.

Where supplementary testing is requested but not undertaken, Steadfast Compliance Ltd reserves the right to apply limitations or observations within the report.

Failure to undertake supplementary testing or provide acceptable documentation may result in equipment being deemed unsuitable for continued use.

9. Scope of Regulatory Inspections

Inspections carried out under LOLER, PUWER, PSSR or other applicable legislation and guidance represent an assessment of equipment condition at the time of inspection only.

Inspections do not:

- Replace maintenance requirements or servicing
- Replace operator checks or routine inspections
- Replace manufacturer recommendations
- Transfer duty holder responsibilities
- Replace statutory obligations
- Replace an EC Declaration of Conformity
- Confirm design compliance unless specifically agreed



- Confirm the condition of hidden, enclosed, or inaccessible components or defects
- Guarantee future performance and continued safe operation
- Include inspection of fixed wiring, electrical installations or electrical testing beyond visual and functional checks
- Include detailed fault finding, diagnostic assessment, or verification of control logic, software, or safety circuit performance beyond normal functional checks
- Confirm road worthiness or compliance with road traffic legislation
- Include testing or verification of firefighting, evacuation, or other emergency building interface functions associated with lifts
- Include testing or verification of interfaces with fire alarms, access control, building management, or other third-party systems unless specifically agreed in writing

The responsible person/duty holder remains responsible for ensuring equipment is maintained, operated as intended, that operational checks are carried out and equipment is removed from service where defects are identified.

10. Insurance

Steadfast Compliance Ltd maintains appropriate insurance cover including:

- Professional Indemnity Insurance
- Public Liability Insurance

Insurance details are available upon request.

Nothing within these terms shall be construed as accepting liability beyond the limits of such policies.

11. Limitation of Liability

Steadfast Compliance Ltd shall not be liable for:

- Loss of production
- Business interruption
- Loss of profit
- Equipment downtime
- Consequential damages
- Third-party claims

Liability shall be limited to the value of the inspection service provided.

Nothing in these terms limits liability for death or personal injury caused by negligence.

12. Reports

Inspection reports reflect findings at the time of inspection only.



Reports are based on visible and accessible components.

Hidden defects, internal failures, or deterioration occurring after inspection are outside the scope of responsibility.

Inspection may involve operation and testing of equipment safety devices, control systems or other safety-critical components. Steadfast Compliance Ltd will take reasonable care to minimise disruption to equipment during examination.

Following examination, equipment may require resetting, adjustment or service intervention by a competent person.

Steadfast Compliance Ltd shall not be responsible where equipment requires resetting or service intervention following examination.

Where equipment cannot be returned to service without repair or adjustment, this shall be the responsibility of the duty holder.

13. Governing Law

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

14. Contact

Steadfast Compliance Ltd

Email: info@steadfastcompliance.co.uk