

TERMS AND CONDITIONS

1. Ownership

Ownership of any materials supplied, whether fixed or unfixable, shall not pass to the Customer until payment in full has been received for said materials. We reserve the right to take whatever legal action may be necessary to secure payment for the works carried out and materials supplied as above.

2. Warranties and Guarantees

The works described in the estimate will be guaranteed for 12 months from the date of completion against faulty design and workmanship. The materials supplied by this company will be subject to the suppliers or manufacturers guarantees.

The guarantee does not extend to existing, installed equipment, pipework or fittings or if altered by a third party after completion.

3. Payment

Terms of payment are given on the estimate and invoice. We reserve the right to charge interest @8% per annum as per the courts, on all overdue and unpaid invoices.

4. Dissatisfaction

Dissatisfaction with works must be raised in writing within a reasonable period of completion. Reasonable access and opportunity to investigate concerns should be given and where agreed, to allow rectification.

5. Existing Systems (Pipe work, fittings, equipment etc)

The estimate is based on a non-intrusive survey of the property and as such, it is assumed that any existing systems that we connect to are sound, and in good condition and in working order. The customer must let us know if they are aware of any issues with the existing system at the time of the survey. Should we find during the course of the proposed works any inherent faults, failures or weaknesses with the existing systems, we reserve the right to make a charge for correcting same. The customer will be advised of the change in price before work commences.

6. Making Good

If during the execution of the proposed works it is necessary to gain access into floors below fitted carpets, these will be lifted by us and laid back on completion. No re-stretching or fixing has been allowed for unless specified. For floors covered with thermoplastic tiles, vinyl sheet covering, cork tiles or laminate flooring, no allowance has been made for reinstatement unless specified.

Whilst all holes formed during the execution of the proposed works will be made good on completion, no allowance has been made for re-instatement of decorations, unless stated in the estimate. We do not guarantee to match existing brickwork where boiler flue terminals have been removed.

7. Photographs

We reserve the right to take photographs of work completed and use them on our website and social media pages. Anonymity will be respected.

8. Waste Disposal

The removal of all waste resulting from the works is the responsibility of the Customer unless specified in the estimate.

9. Utilities

During the works, it may be necessary to isolate various water, gas and electrical services. You will be advised at the time.

10. Customer Supplied Equipment & Materials

Any items supplied by the customer will be inspected by ourselves and the customer made aware if any defaults are found. It will be the customer's responsibility to obtain a replacement.

11. Additional Works

Any additional works that the Customer requests to be carried out during the original works will be charged at extra cost as agreed with the Customer before works commence.

12. Gas Safety

Prior to commencement of work involving gas appliances, the existing gas supply will be subject to a tightness test to check for compliance with Gas Safety Regulations. The Customer will be advised of any faults and if additional work is required may be subject to additional charges as agreed with the customer before work commences.

13. Combination Boilers

Should works include a new combination heating boiler unit connected to an existing heating system; the Customer should be aware that the higher pressures used by this type of boiler may find weaknesses in the existing system. Any repairs required due to this, are not included in the estimate.

14. Powerflush

Occasionally this process may find weaknesses in the existing system. If this is the case, repairs will be additional to the original estimate and agreed with the customer before work commences.

15. Leasehold Properties

If works are carried out in a leasehold property, it is the sole responsibility of the Customer to ensure that all necessary permissions have been obtained from the landlord/managing agent before work commences. We accept no responsibility whatsoever for any works carried out with the necessary permissions.