



Terms & Conditions of Business

If during the work other matters come to our attention and we believe other work is necessary and we think we can help we will agree with the customer and obtain acceptance of any additional charges prior to commencement.

Our normal business hours are Monday to Saturday 8.00am – 6.00pm and on Sunday 10.00am-4.00pm these are our normal trading hours excluding Bank Holidays.

We will carry out the required work in accordance with our quotation with reasonable care and attention.

Every effort will be made to carry out the work as agreed with the customer, however, delays do occur and therefore we cannot be held responsible for delays that are beyond our control. If delays do occur we will carry out the work as soon as is practicable.

Plumbing & Electrician jobs: If damage to plaster and brickwork is caused it will be the customer's responsibility to make good.

We cannot accept responsibility for any damage to wallpaper, paintwork, tiles, carpet, furniture etc.

Where possible we will remove waste items from site unless the customer requests otherwise.

Every effort will be made to ensure members are clean, polite and trained for the required work.

Our aim is to ensure the work is carried out to a minimum disruption to the customer. We will take appropriate actions to carry out the work as quickly as possible within the constraints that the items are working and in a safe condition.

Sometimes however good we feel we are, it is possible that we cannot return the facilities to a good working order.

Should this be the case we will inform the customer as soon as all efforts have been made. Do not hesitate to enquire during the work.

The customer should make sure after the work that the requirements have been satisfied. It is much easier when on site to explain or discuss with the customer about any problems that may arise. The customer will be requested to sign the paperwork once the work has been completed. The customers' signature verifies that they are satisfied with the work, the manner of the engineer(s) and the condition the property has been left following the work.

CUSTOMER DUTIES

The customer must allow us the necessary access to carry out the work.

It is the responsibility of the customer to protect items of furniture, furnishings, fixtures and fittings. We will make reasonable efforts not to cause damage. It is suggested that the customer



remove items that is considered to be a problem. If items remain within the working area, it is the responsibility of the customer to cover such items.

Wallpaper and paintwork can sometimes be damaged. It is the responsibility of the customer to take any protective actions felt necessary.

The customer is to obtain all necessary permissions, from any landlord or local authority prior to starting the work.

An electricity supply (220/240v) is often needed. The customer is to provide this supply and also a suitable standard outlet reasonably near to the work. This supply will be of no cost to us.

A hot water supply is often needed. The customer is to provide this supply. This supply will be of no cost to us.

Should remedial work be needed, we cannot be held responsible for problems than arising if the customer does not accept our advice.

It is important to us that our customers understand the nature of the work needed. Please feel free to ask or request any information that will put your mind at rest.

ABOUT PAYMENT

Payment is due when the work is carried out, unless the customer is an account customer previously cleared through our accounts department. These account invoices are due for payment within seven (7) days from date of invoice unless previously agreed and shown on the invoice. Any invoice outstanding beyond this period will be referred to our solicitors and will be subject to a surcharge of 5% per week plus £25 administrative fee to cover the collection costs incurred. This surcharge together with all other charges and legal fees incurred will be the responsibility of the customer and will be legally enforceable.

Our rates will be agreed with the customer prior to the work being carried out. Our agreed labour rate will be fixed for the duration of the work.

We make a minimum charge of a period of ONE (1) HOUR.

Estimates are simply what they say. We cannot be held responsible should time or materials required be other than what was envisaged.

Any part payment paid in advance for work cannot be refunded under any circumstances.

All our calculations are on an agreed labour rate of one hour multiples. Any part of a quarter hour or one hour unit is charged to the next upwards unit of the quarter or full hour.

Time spent travelling should materials be needed are charged to a maximum of one hour.

Materials used are charged in addition to labour charges. No supplier invoices will be submitted to the customer under any circumstances.

HOW TO COMPLAIN

Should the customer have a complaint, firstly see if the matter can be quickly resolved. If however the customer requires the matter to go further, put into writing the complaint to the address shown on our invoice. Should we feel the complaint is justified then any necessary work needed will be carried out without any further costs. Should we return to site and the requirements are such that the work needed is not within the scope of the original supply then all work will be charged at an agreed rate.

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