

Terms and Conditions

1. Right to Cancel

- 1.1 We will permit you to cancel this agreement by sending written notice no later than 14 days after agreement accepted.
- 1.2 If you request cancellation at a later date, then unless we are in breach of contract, we have the right to refuse or retain all or part of your deposit towards any losses or costs that we suffer as a result of the cancellation.
- 1.3 Instruction to start work earlier than 14 days may be given in writing

2 Guarantees

- 2.1 Guarantees are applicable where specified to all work with new materials. They only cover against defective materials or workmanship and do not cover any element of wear and tear or insured peril.
- 2.2 Where applicable, written guarantees will be issued upon successful completion and payment of works. Guarantees shall be activated by timely payment.
- 2.3 The Contractor claims the right to refuse to issue a guarantee should the Customer not pay the Invoice within the correct timeframe.
- 2.4 The Customer accepts that any tampering with the Contractors work of any sort by any person, qualified or not, at any time before, during or following the work may invalidate the guarantee.
- 2.5 The Customer agrees to allow the Contractor access to the Work to inspect any reported guarantee issue during standard working hours.
- 2.6 The Customer agrees to pay the Contractor a deposit of £100 to instigate a guarantee investigation should it be requested by the contractor. Should a genuine guarantee issue be discovered, the deposit will be returned in full immediately.
- 2.7 Defects liability 12 months

3. Electricity and Water

- 3.1 The customer agrees to provide sufficient heat, power and water for the works to be conducted in a safe and professional manner.
- 3.2 The Customer also agrees to indemnify the Contractor against any costs arising from the reasonable supply of heat, power and water, including any unexpected failure of such services.

4. Estimates

- 4.1 Estimates shall detail the Work the Contractor expects to complete. It is the Customers responsibility to ensure the work described in the estimate is the work they anticipate the Contractor completing.
- 4.2 By accepting the estimate or quotation the customer is agreeing to the Terms & Conditions set out herein
- 4.3 We are always happy to discuss the estimate, please feel free to ask us questions to make sure the estimate is a fair reflection of the work you anticipate being completed.
- 4.4. Unless agreed in writing the agreement does not include a design element.
- 4.5 Extra works and charges will be agreed in writing.
- 4.6 Performance
We will manufacture and install the items within a reasonable time.
If in our opinion it is not reasonably practicable for any reason to carry out any of the work we are instructed to carry out, we shall be entitled to refrain from carrying out or completing such work and will consult with you as to what if any work is to be undertaken. We will, if requested by you, provide a written explanation as to why any work is not considered to be reasonably practicable.
If the cost to us of carrying out the work is subsequently increased by reason of increases in the cost materials and/or labour and/or any other factor outside our control, then we shall notify you before undertaking any work to which the increase will apply. If you require us to discontinue the work, you shall only be required to pay us for the work already carried out.

5. Payments

- 5.1 Deposits. The Contractor may demand a financial payment from the Customer before commencing works.
Any payment received by the Contractor shall be repayable to the Customer should works not commence due to the Contractor's own reasons.
- 5.2 Interim Payments. The Contractor may demand reasonable Interim payments during the course of the works to cover his reasonable ongoing costs in respect of labour and materials. Any invoice raised for an interim payment shall be payable within 7 days of receipt.
- 5.3 Final Payments. All interim and final payments shall be payable within 7 days of the invoice date. Disputes if any are to be raised within 7 days. You must give us the amount that you consider to pay in writing and any reason for withholding payment.
- 5.4 The price for the goods and/or services shall be payable no later than 7 days from the date of the relevant invoice. The time stipulated for payment shall be of the essence of the Agreement. Failure to pay within the period specified shall entitle us to write to you upon the expiration of seven days notice, to charge you for costs and expenses incurred in recovering late payments, and to charge interest at the rate then in force pursuant to the Late Payment of Commercial Debts (Interest) Act 1998 as at the due date.
- 5.5 All materials remain the property of the Contractor until all work is paid for in full. The Contractor reserves their legal right to remove their work in lieu of late or failed payment.

6. General

- 6.1 Any terms or conditions sought to be imposed by either party shall not be incorporated into the contract and shall have no effect unless agreed in writing by the other party.
- 6.2 We may as your agent instruct another contractor ("third party contractor") to carry out some or all of any of the work which you instruct us carry out. We will pay their reasonable charges and charge you in line with the fees that we have quoted you. We will take all reasonable care in selecting and instructing a third party contractor.
- 6.3 You are responsible for documents relating to relevant planning permissions and building regulations meet legal requirements and are fit for purpose.
- 6.4 We are responsible for building to documents supplied before work starts and amendments to these requirements relate to a change.

7. Signage

- 7.1 The Contractor reserves the right to display suitable site Identity and safety signage.
- 7.2 The Contractor requests the privilege of displaying a reasonably sized sign to advertise his services during the works. The Customer may revoke this privilege at their discretion. N.B. IF YOU WOULD LIKE THESE TERMS AND CONTITIONS IN LARGER TEXT PLEASE ASK AND WE WILL BE HAPPY TO OBLIGE – If reading on a computer you can easily magnify them.