

Term & Conditions

Caversham Plumbing & Heating LLP

- Please read carefully as it will explain what you need to know about our terms and conditions on which we deal with each other when you have accepted this quotation. The quoted price is valid at the time of our quotation but may have increased if your order is placed at a later date than our 30 days as stated above.
- We will carry out the work set out in our quotation at the quoted price during normal working hours, which are 8am to 5pm Monday to Friday. There will be additional charges for any variations or additions to the work which you have requested or which we find to be necessary whilst we are doing the work, which could not have been identified when we gave you the original quotation. In such a situation, we will explain to you the reasons for the additional work and let you know in advance what the cost of this additional work will be.
- The time scale; we can only estimate a time scale in carrying out the work and we will make every reasonable effort to complete the work on time. However, we cannot be held responsible for delays due to weather or other circumstances beyond our control, in such situations, we will agree an alternative date with you. We will need access to your property at all times whilst we are doing the work.
- If you are a Management agency or tenant you need the Landlord's permission to carry out the work detailed in this quotation. We will always assume that you have obtained such permission. We shall not have any liability for any loss or damage arising from failure to obtain such permission.
- We will take all reasonable care when carrying out the work without causing damage to your home, but you must accept that sometimes the installation (including removing or destroying existing fixtures and fittings) may cause damage to decorations and fittings, flooring etc and that some areas may need re-decoration following completion of the installation. This will be the responsibility of the homeowner and not included in our price. We have not included for any making good, for woodwork e.g. boxing in, or tiling or electrical work, decoration or plastering in our price to name a few but this list is not conclusive.
- **Power flushing and converting to a pressurised system** we will endeavour to visually inspect the heating system prior to work but cannot be held responsible for any leaks that may arise from this process or damage to property it may cause should any leaks occurs form pipework, cylinders or radiators or boilers etc
- **Escape of water:** when working with water, heating systems, bathrooms etc we take every reasonable care to prevent escape of water and to protect surrounding areas but on occasions due to the nature of the areas we works in often in confined spaces, despite taking precautions water can escape and we can not take responsibility for the damage caused by this
- If we have been unable to fully check the central heating or hot water system supplied by your existing boiler, on installation of the new boiler we will be able to test the heating and hot water system and advise you of any subsequent problems that may exist. Should remedial work be necessary to the system we will be pleased to offer you a further quotation.
- When installing a new boiler it is often recommended by the manufacturers to have some method of water softener in your system esp. in hard water areas Our engineer would be pleased to discuss this with you, advising you of type and cost to your system and if your system is suitable for the installation
- We may require you to clear certain areas so that our engineers are able to carry out the work safely. Items for installation such as cookers, washing machines, dishwashers and sanitary ware supplied by the client must be placed in the installation area or as near to as possible by your supplier's delivery team.
- On occasions the gas supply may need upgrading, if on testing the boiler installation and fails the manufactures recommendation an upgrade will of the gas pipework will be necessary this will be discussed, and additional cost involved.
- Floor covering. We may require you to take up all or some of the carpets and floor covering before we start the work, any floor covering that is removed by our engineers will be done as carefully as possible, but we will not be held responsible for any damage to the covering. This includes floorboards. The re-laying of any covering will be the responsibility of the client.

- Please keep pets and children away from the working area
- We ask all children under the age of 16yrs old to be supervised at all times while we are working and to be kept away from the area for Health & safety reasons as we often have power tools on site
- Supply of material only: No goods will be received back without previous arrangement in writing. Any discrepancies to be notified immediately. Goods accepted as defective will be replaced if required and practicable, but shall not form the subject of claim for labour or other expenditure.
- **Our Guarantee**
- Caversham Plumbing and Heating LLP Guarantee on labour is for 12mth period, Providing the customer has paid in full and within the timescale set out in our T & C or unless non-payment which will invalidate any guarantee/warranty
- **Materials supplied by us** will have the manufacturer's warranty/Guarantee. In the unlikely event of product failure of these materials we will endeavour to assist you with the manufactures wherever possible.
- We cannot give a guarantee on any materials not supplied by ourselves. Any damage caused by the subsequent failure of the part component not supplied by Caversham Plumbing and Heating LLP on either a plumbing or heating installation will remain the responsibility of the customer. If they prove to be faulty at any time, then labour for re-installation will be chargeable. Unless the part has been incorrectly fitted by ourselves then we would review the situation
- We hold a valid waste carry for licence Caversham Plumbing and Heating LLP We will NOT install used materials or appliances
- **Vat** at 20% to be added to the quoted prices.
- Prices remain firm for 30 days from the date of letter unless there is a manufacture increase beyond our control
- Materials to be paid in full prior to commencement of work.
- Balance to be paid immediately on presentation of invoice.
- **ASBESTOS and substances hazardous to health.** We require a. well-lit and clear access to all areas we are working in. If asbestos or other hazardous substances are found when servicing an appliance or in any areas, we are working in Caversham Plumbing and Heating LLP reserve the right to stop working with immediate effect.