

# Terms & Conditions

## General Terms & Conditions

- We own title on the materials fitted until payment is made in full or as a separate agreement.
- Certificates and registrations of guarantee are to only to be passed over after payment is been made in full.
- We assume electrical bonding to a property is in good order and to current regulations and cannot be liable to inspect this on the survey visit - if required to ensure the electrical system in your property is up to current standards this would be an extra cost in any instance.
- We will honour any manufacturer warranty/guarantee as long as the manufacturers' terms and conditions have been followed.
- In dispute over a manufacturer claim the manufacturers' decision on warranty/guarantee cover is final.
- Gas pipework - unless stated on a quotation we have assumed that this is correctly sized and of the correct materials, if we find that it is not or there is an issue with the sizing which would not have been obvious, the subsequent works would be classed as extra to the quotation.
- Existing oil tank installations unless stated on the quotation would be assumed to be installed correctly and leak free. If this is not the case a quotation will be given at the time of installation for your consideration.
- Oil lines unless stated in the quotation are considered to be sized and installed correctly and leak free. If this is found not to be the case then a quotation will be given for your consideration.
- We assume your existing heating system is installed correctly and leak free, if repairs are needed they would be considered to be chargeable over the quotation figure.
- It is your responsibility to allow reasonable access for your installation.
- Working hours for installation works are Monday to Friday 8am until 4.30pm.
- Out of hours installations can be arranged at an extra cost and only if the fitters are happy to do so.
- If removing carpets for installation we will endeavour to reinstall them to the best of our ability however we do not include for professionals to refit within our pricing.
- We can take no responsibility for removal of any form of flooring which is glued down.

- We can take no responsibility for the relaying of laminate flooring if it is taken up or damaged in the process of the installation.
- We will patch walls and brickwork unless otherwise agreed it is the homeowners responsibility to provide a match for the house bricks, otherwise we would use as close to the match as is available.