

B.S.L Plumbing & Heating

20 Ashdean
Denecroft
Cinderford
Glos
GL14 2LL

Tel: 01594 822488
Mob: 07812 990075

Terms & Conditions

GUARANTEE

The installation of the components comes with a 2 year installation guarantee covered by B.S.L Plumbing & Heating.

In addition to your statutory rights we will, if we can, pass on to you the benefits of any guarantees provided by a manufacturer or supplier of any parts or materials used in the course of our work.

The Guarantee will become null & void if the work completed by B.S.L Plumbing & Heating is subject to misuse or negligence. It shall also be null & void if repaired, modified or tampered with by anyone other than an engineer from B.S.L Plumbing & Heating.

B.S.L Plumbing & Heating will accept no liability for, or guarantee suitability; materials supplied by the client & will accept no liability for any consequential damage or fault. B.S.L Plumbing & Heating reserve the right to charge for any additional time incurred.

B.S.L Plumbing & Heating will not guarantee any work in respect of blockages in waste & drainage systems etc.

B.S.L Plumbing & Heating will not guarantee any work undertaken on instruction from the client & against the written or verbal advice of the engineer.

Work is guaranteed only in respect of work directly undertaken by B.S.L Plumbing & Heating & payment in full has been made. Any non-related faults arising from recommended work which has not been undertaken by B.S.L Plumbing & Heating will not be guaranteed.

B.S.L Plumbing & Heating shall not be held liable or responsible for any damage or defect resulting from work not fully guaranteed or where recommended work has not been carried out. Work will not carry a guarantee where the client has been notified by the engineer, verbally or indicated in ticked boxes or in comments/recommendations of any other related work which requires attention.

The client shall be solely liable for any hazardous situation in respect of Gas Safe Regulations or Gas Warning Notice issued.

Where B.S.L Plumbing & Heating agrees to carry out works on installations of inferior quality or over ten years old at that date no warranty is given in respect of such works & B.S.L Plumbing & Heating accepts no liability in respect of the effectiveness of such works or otherwise.

B.S.L Plumbing & Heating
Terms & conditions

Our payment terms are 7 days from date of your invoice

B.S.L Plumbing & Heating shall only be liable for rectifying works completed by B.S.L Plumbing & Heating & shall not be held responsible for ensuing damage or claims resulting from this or other work overlooked or subsequently requested & not undertaken at that time.

B.S.L Plumbing & Heating accepts no liability for any delay in completing the project due to unforeseen circumstances beyond our control. Appointments are given in good faith, which we make our best efforts to keep.

All intended work areas must be cleared of any obstructions prior the work commencing. This includes any items of financial or sentimental value. If not, the responsibility is at your (the client's) own expense. Dust sheets will be supplied and laid out as a precaution during the process of the works to protect your property. B.S.L Plumbing & Heating cannot be held responsible for any damage whilst work is being carried out.

All rubbish is at the clients own disposal; however it can be arranged to be disposed for you at additional costs.

HOURLY RATE WORK.

The total charge to the client shall consist of the cost of materials supplied by B.S.L Plumbing & Heating (not exceeding the trade purchase price of materials + 15% handling charge) & the amount of time spent by the engineer carrying out the works (including reasonable time spent in obtaining un stocked materials) charged in accordance with B.S.L Plumbing & Heating's hourly rates.

All parking and congestion charges will be additional costs to the hourly rate.

The client shall only be charged for the time spent related to the client's work. All other time, personal mobile calls etc. is non-chargeable.

B.S.L Plumbing & Heating will do everything within our power to keep to the timeslot agreed when the booking was made, normally within a 2-3 hour time period (e.g. 9-11am, 1-4pm), but unfortunately we cannot always judge correctly the length of time that each job will take, or any unforeseen circumstances such as sickness or accidents, however we will always try to keep you informed of the situation.

All rates are non-negotiable.

B.S.L Plumbing & Heating are not VAT registered, therefore have no VAT charges.

FIXED PRICE WORK

Project proposals shall be given as a fixed cost, (unforeseen circumstances exempt) including Labour & Materials, and shall be within 10% over and above the equivalent total hourly rate cost. B.S.L Plumbing & Heating are not VAT registered, therefore have no VAT charges.

Project Proposals are valid for a 30 day period only.

Where a written project proposal has been supplied to the client, the total charge to the client referred to in the project proposal should not exceed the actual time taken by more than 20% but may be revised in the following circumstances. ...

a) If after submission of the project proposal the client instructs B.S.L Plumbing & Heating (either orally or in writing) to carry out additional works not referred to in the project proposal.

b) if after submission of the project proposal there is an increase in the price of materials.

B.S.L Plumbing & Heating
Terms & conditions

Our payment terms are 7 days from date of your invoice

c) If after submission of the project proposal it is discovered that further works need to be carried out which were not anticipated when the project proposal was prepared.

d) If after submission of the project proposal it is discovered that there was a manifest error when the project proposal was prepared.

e) If during the course of our work any further work becomes necessary, because for example, matters come to light, which could not have been foreseen during our initial assessment, which will cause an increase in cost, we will let you know what these extra costs will be and will only carry out additional works once we have your acceptance.

g) If the costs increase significantly, you will have the right to cancel the contract. You will however be charged for any work already carried out, and parts or materials used up until the time you cancel.

h) B.S.L Plumbing & Heating will carry out the work in accordance with our quotation with reasonable care and skill using sound materials.

l) B.S.L Plumbing & Heating will make every effort to complete the work by any time agreed with you. You must appreciate, however, that sometimes delays may occur for reason beyond our control and we cannot be held responsible for those delays. If such delays occur we will complete the work as soon as possible.

J) If B.S.L Plumbing & Heating agree to make good any damage caused in the course of our work to plaster, floors or brickwork etc we will do so to a standard that will accept redecoration. Floorboards removed will be refitted where possible.

B.S.L Plumbing & Heating shall not be bound by any project proposals given orally or in which manifest errors occur. All project proposals are non-negotiable.

Acceptance of project proposals must be confirmed in writing/email. By accepting the proposal you are also agreeing to these terms & conditions.

If you (the client) instruct us to do a project and then cancel, we reserve the right to charge all costs incurred up to the point of cancellation i.e. the cost of any hours worked per engineer, materials (inc handling charges). Standard rates will apply.

HEATING INSPECTION PACK

All reports are based upon our best knowledge and experience in the industry. They do not come with any guarantee. They are designed as advisory reports only. B.S.L Plumbing & Heating cannot be held responsible for any pipework that is under a floor board or hidden in boxing's.

Any remedial work undertaken from reports will be price at website rates -20%.

COMPLAINTS

If you are not satisfied with our work, you must contact us via mail or by Email, within 1 month of completion of the work.

B.S.L Plumbing & Heating
20 Ashdean
Denecroft
Cinderford
Glos
GL14 2LL

B.S.L Plumbing & Heating
Terms & conditions

Our payment terms are 7 days from date of your invoice

bslplumbingandheating@gmail.com

Any remedial work will require an inspection by B.S.L Plumbing & Heating before carrying out any necessary work at our expense.

PAYMENTS

A 50% deposit of the overall price is required on projects over the sum of £500.00 prior to the commencement of the work to cover the costs of the materials, etc.

Unless materials price is specified in your quotation

All payments to be paid by cash or BACS.

For BACS payments details refer to bottom of each page of your invoice or email Ben @:

bslplumbingandheating@gmail.com

All invoices to be paid within 7 days of receipt by cash, cheque or BACS.

A weekly interest of 3.5% will be charged on outstanding amounts owed to us after the 7th day.

Many thanks

Ben

B.S.L Plumbing & Heating
Terms & conditions

Our payment terms are 7 days from date of your invoice