

## **TRANSCREW - CONTRACT TERMS AND CONDITIONS**

### **ON OUR ARRIVAL**

Upon arrival we will assess the requirements for completion of work and will agree with the customer, prior to commencement, the basis of our charges for doing the agreed work. Work will be carried out in accordance with our quotation and with reasonable care and attention. If other work comes to our attention whilst there we will agree with the customer and obtain acceptance of any additional charges prior to commencement.

Our normal business hours are 8.00am - 6.00pm excluding Bank holidays.

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

Our aim is to ensure the work is carried out with minimum disruption to the customer.

Every effort will be made to carry out the work as agreed with the customer, however delays do occur and 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.

We cannot accept responsibility for any damage to wallpaper, paintwork, tiles, carpet, furniture etc although every effort will be made to avoid damage. If damage does occur it will be the customer's responsibility to make good.

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

We will take appropriate actions to carry out the work as quickly as possible within the constraints that appliances and work areas are functional 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 at any point if you have questions whilst we work.

The customer should make sure after the work that the requirements have been satisfied. It is much easier when there to explain or discuss with the customer any questions or problems that may arise. The customer will be required to sign the invoice once the work has been completed. This customer signature verifies that they are satisfied with the work, the charges as agreed upfront, 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 any item(s) 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.

Should remedial work be needed, we cannot be held responsible for problems then 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**

Our price will be agreed with the customer prior to the work being carried out. Payment is due when the work is carried out and by the method agreed.

An exception is made for previously approved Account customers where invoices are due for payment within fourteen (14) days from date of invoice unless agreed otherwise in advance 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 15% plus VAT 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.

All diagnostic work is chargeable within our Service Charge

Estimates are simply what they say. Our preference is to assess the work and provide an upfront fixed price for that work. We cannot be held responsible should the time or materials required be other than what was envisaged if the customer has specifically asked for a labour rate based agreement. No supplier invoices will be submitted to the customer under any circumstances.

***Any part payment made in advance to secure fixed price work cannot be refunded under any circumstances.***

### **WARRANTY EXCLUSIONS**

Any silicone sealing work.

Boiler servicing as issues can occur at any time with a boiler.

Parts and replacement units are covered by the manufacturer warranty, not our warranty.

Printed circuit board installation as full diagnostic testing may not be possible until this unit has been replaced.

Heating system power flushing.

### **HOW TO COMPLAIN**

Should the customer have a complaint we always look for the matter to be quickly resolved. If however the customer requires the matter to be escalated, the complaint should be sent in writing to the address shown on our invoice. Should we feel the complaint justified then any necessary work will be carried out without further charges. 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.

**NO VERBAL OR WRITTEN REPRESENTATIONS OF ANY KIND SHALL SUPERSEDE THE CONTENTS OF THIS DOCUMENT**