

General Terms and Conditions

1. Whilst all reasonable care will be taken during the execution of the works, no responsibility can be accepted for any faults or failures that may occur to existing pipework, fittings, equipment, etc. due to disturbance caused by the proposed works.
2. The attached estimate has been prepared on a non-intrusive survey of the property and, as such, it is assumed that existing systems any that we connect to are in good condition and in working order. Should we find, during the course of the works, any faults with the existing systems, we reserve the right to make a charge for correcting same.
3. If during the execution of the proposed works it is necessary to gain access into floor below fitted carpets, these will be re-fitted by us and laid back on completion. No re-stretching will be performed unless otherwise agreed. Floors covered with cork, vinyl etc. no allowance is included within the estimate to replace these materials, unless otherwise agreed in writing.
4. During the execution of the proposed work, it may be necessary to isolate various water, gas or electrical services, this will be advised and the period of disconnection will be as short as possible, but will remain on after each day of work, or kept to a minimum.
5. Whilst all holes formed during execution of the proposed works will be made good on completion, no allowance has been made for re-installation of decorations, and we do not guarantee to match existing brickwork where the boiler flue has been removed, we will however get a as close a match as available.
6. Unless otherwise agreed, no allowance has been made for chasing any pipework etc. into the walls, together with any re-decoration required.
7. Where other trades are involved and not under our control any delays that may be caused to our progress by these trades may subject to an extra charge and or delay on completion.
8. Unless specified and agreed, the works will be carried out in one continuous visit.
9. Ownership of any materials and goods supplied, whether fixed or unfixed, shall not pass to the client until full payment has been received, and legal action maybe taken to recover any outstanding payments.
10. No allowance has been made for out of hours working unless specified or to suit our requirements.
11. We will confirm start and completion dates, but may vary due to unforeseen circumstances beyond our control, we also do not guarantee and timescale for any emergency call outs or breakdowns, we will however attend ASAP, but no liability will be accepted due to these timescales.
12. The works described in the estimate will be guaranteed for a period of twelve months from the date of completion, against any workmanship defects, all goods supplied are subject to the suppliers / manufacturers guarantee including any extended warranties supplied. The clients Statutory Rights in law are not affected by this guarantee; the guarantee however does not extend to any existing installed equipment, pipework or fittings.
13. Whilst certain items may be specified by name or model, we reserve the option to supply goods of a different manufacturer providing of equal or higher quality, and all works we be to industry best practice, any changes will be done in consultation with the client.
14. Any items or materials supplied by the client, will be unpacked and inspected, any faults found will be shown to the client, whose responsibility it will be to obtain replacement items as required (this is also the fact should any items fail after installation, and therefore should re-fitting be required, extra charges will be applicable). Any delays caused by these faulty or damaged items may result in extra charges due to delays, and may also cause a delay to the completion of works.
15. Any extra work required by the client while we re at the property may incur extra costs and will be agreed with the client.
16. Any estimate will be valid for a period of 60 days, thereafter subject to any material price increases.
17. Terms of payment - any work with a total value of over £1000.00 will be subject to a deposit of approx. 25% of the full total estimate payable on acceptance of the estimate or no later than 14 days prior to commencement of work, to which an invoice will be provided. Final payment will be due on the final day / completion of work.
18. Unless otherwise agreed, payment in full is due by midnight on the day of completion of the works. Failure to make payment by this deadline will result in the application of an administration fee of £25.00, which will be added to the outstanding balance. Accepted methods of payment are card, cash, or bank transfer. Our payment details are as follows;
Bank details; CP HULL - Account: 52595684 - Sort code: 60-14-10. Our postal Address - Elka's Rise, 22 Gisbey Road, Ilkeston, DE7 4SF.
19. We are not registered for V.A.T.
20. The estimate contained on the estimate includes the removal of all waste, and wherever possible any materials including boiler, tanks and any other metals, and cardboard will be recycled, (in accordance with current Health and Safety Regulations) We have not however included the removal of any dangerous waste materials such as asbestos, which incur an extra cost payable by the client.
21. Should the works include a new combination boiler connected to an existing system, the client should be aware due to the higher working pressure used on this type of boiler, may find weakness's in the existing system. Any repairs required will incur additional cost's and is not included within the estimate. Existing showers may also not work with the replacement boiler. These types of shower, either mixer and power showers may also therefore need replacing at extra cost.
22. All guarantee's and extended warranties for replacement boilers and fires are subject to the manufactures Terms & Conditions, to which your appliance MUST be serviced by a Gas Safe Registered engineer (at extra cost) every twelve months and the Benchmark / Warranty book must be signed in conformation.
23. Warranties (appliances with manufacturers extended warranty) Any appliance supplied and installed that carry an extended warranty from the manufacturer (which is an addition to your consumer rights). This means that once your appliance is installed and is commissioned, ALL WARRANTY / FAULT issue's (if any) are passed to & covered by the manufacturer of the appliance (manufacturers terms and conditions apply) and therefore NOT covered by the installer.
24. Acceptance of the estimate confirms your acceptance of these terms in full, with any variations of these terms will be contained within the estimate.
25. Cancellation and No-Show Policy: Cancellations made with less than 48 hours' notice will incur a charge of 50% of the total job cost. If access to the property is not possible at the agreed time, or the customer is not present without prior notice or communication, this will be deemed a no-show and 100% of the total job cost will be charged. Payment for cancellations or no-shows is due within 48 hours of the scheduled appointment.



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