

These terms and conditions may affect your statutory rights.

1. THE SERVICE

The Company shall provide the service between the hours of 8am - 5pm Monday to Friday exclusive of statutory holidays at the current standard rates of the company. You will be informed of this prior to any work being carried out. Out of hours work will incur extra cost. The service shall be offered on the basis that it will be provided as quickly / reasonably possible within the confines of current workload, available personnel, weather and traffic conditions, availability of parts and other conditions that are outside the direct control of the company.

2. CHARGES

The charges made will be based on a time and materials basis, calculated on the current rates and charges of the company which you will be informed of, prior to work being carried out. A fixed price quotation, that once agreed and you sign, you will have to pay. Labor charges are calculated from the point of arrival at the customers' premises to the point of finishing the work and are calculated on an hourly basis to the next hour or half hour.

The company shall charge a minimum of one hour labour charge in all instances.

All diagnostic work will be chargeable, at the agreed rate. A fixed price quotation shall be supplied over the phone or in writing on the invoice and will be signed by you the customer. All quotations, estimates, and guide rate prices etc, given by the company verbally or in writing will include VAT where applicable. All parking costs will be charged to the customer, anywhere that a permit is needed and not supplied all parking fines, and clamping, or tow away fees will be charged to the customer.

3. PAYMENT

No work will be undertaken until the customer or the customers authorized agent has signed the authorization and undertaken to make payment on completion of the work, or if an account customer has undertaken to make payment within the agreed terms.

Payment shall be due in full, immediately upon completion of the work and the customer shall ensure that payment is made available without unnecessary delay.

The company shall reserve the right for whatever reasons to require advance payments, stage payments or deposits before or during the work.

The company shall reserve the right for whatever reason to refuse cheques, unless supported by a valid cheque guarantee card up to the value of the cheque and may need to issue more cheques to the value of the job, or require the customer to make payment by another method i.e cash or debit / credit card, or bank transfer.

Our account terms are that payment is due within 7 days unless otherwise stated in a contract. Overdue accounts and late payers or customers who have to pay after the engineer has left site shall be liable to

late payment charges of 5% of the amount due per week or part there of, at the companies choice, an administration charge of £25 a week will be added until full payment is made.

Should after 30 days from date of invoice, the company have not secured payment of any debt owed to it, the company shall be entitled to employ the services of solicitors and debt collection agencies, and shall be entitled to charge and recover from the customer all and every reasonable expenses incurred in obtaining settlement of the debt owed.

You the customer are agreeing that your personal data can be passed on if you are in debt to us the company. The data protection act 1988 is there to protect you but signing our paper work gives us the right to use your data save some basic data Name, Address, Contact info, on our system to build a data base so we know who you are next time you call.

The company retains the ownership of all materials, plant and machinery, even though installed or delivered on site until the complete payment of all outstanding balances have been received in full. The customer shall be responsible for obtaining and retaining any necessary consent, license permit or other authority necessary for execution of work to be carried out.

Whilst every effort is made to provide a prompt and reliable service, the company is dependent on many factors which are out of its direct control and which from time to time do arise. Transport availability, fuel restrictions, weather and traffic conditions, availability of personnel, availability of parts etc. Always provided that the company has made reasonable effort to provide service, the company shall have no liability whatsoever for any delay in the performance of its obligations (if any) due to any conditions, events or states of affairs beyond its direct control.

We will do our best effort to get to you on time; however we will have no liability if you have to take time off work for us to attend even if it is a call back, NO form of compensation will be given.

Where the work we have carried out becomes faulty due to either our faulty workmanship or faulty parts that we supplied, we will be happy to return free of charge to inspect the problem, with no quibble in 90 days subject to our usual terms of business. Outside of this period we reserve the right to charge labour and or parts where appropriate, if on inspection we find that the problem has not been caused by any faulty workmanship on our part, or by any faulty parts we supplied, again this work/parts will be chargeable. These terms do not affect your statutory rights.

Removal holding of parts, rubbish and scrap. parts and rubbish will normally be removed from the customer's premise free of charge on completion of the work, unless big, bulky, heavy and likely to cause the company disposal costs, when the customer will be advised of any extra costs. Parts may be retained by the customer unless a warranty claim is involved or unless they have to be returned to the main supplier manufacture on an exchange basis. If the customer wishes to retain parts it is the customer's responsibility to ensure that the parts are retained. Once removed, site disposal is likely to be immediate and the company will be unable to recover such items once removed from the customer's premises.

By prior arrangement only, the company shall allow account facilities. Only signed official orders shall be accepted in lieu of payment and it shall be a specific condition of the company granting accounts facilities, this companies terms and conditions shall take president over all others.

4. AVOIDING COMPLAINTS

It is our aim to give some guidelines which will assist in maintaining the friendly personalised relationship with our customers. Fully describe the work you require to be done or the fault you want attending to, and to discuss it with the engineers. Give them as much information as possible. Agree what the course of action will be and how it is to be done, if in doubt ask for clarification, the engineer will explain. Periodically see how things are going and if there is something you are unhappy about say so immediately, so that it can be discussed before continuing.

Remember that a certain amount of preliminary work may have to be done to find the fault, or fix the problem, a certain amount of what is seemingly wasteful work / time may have to be done. When faced with a choice of an expensive replacement or a temporary repair, carefully weigh up the advantages and disadvantages before making a decision.

We provide a very reasonable warranty period for the work, and as a rule, the only complaints we receive arise from defective parts usually within a day or two, rather than weeks. The majority of potential complaints concern temporary repairs, where hours, days, weeks later the problem reappears. This sometimes confirms our original advice, that a more expensive, and lasting repair should have been carried out initially, although many temporary repairs do last a reasonable amount of time, others do not and the company will not accept further liability unless the repair has not been carried out with care and skill by our engineer.

If you do need to contact us please e-mail us on 01442 402578.