

# HOME- HEAT (CHESTER) LIMITED Terms and Conditions of Business

These terms and conditions do not affect your statutory rights.

1. Quotations are provided free of charge and include only work specified in writing. Any additional work requested or required whilst on site will be charged on a time materials basis. All additional work will be agreed prior to commencement.
2. Prices quoted are valid for 30 days, Acceptance thereafter may be subject to fluctuations in labour and material costs.
3. It will be the responsibility of the customer to receive goods and materials delivered to site by the suppliers in the absence of Home-Heat Solutions. Goods must be checked and signed for by the customer and the delivery note handed to a representative of Home-Heat Solutions when requested.
4. It is assumed the customer will supply all necessary fuel, power and water required by Home-Heat Solutions during installation and testing.
5. All due care and consideration will be given to property belonging to the customer. We would request any valuable items be moved to a safe place during the installation and testing period.
6. All work will be carried out with due care and diligence and in a professional workman like manner however, final decoration/repair to walls & ceilings disturbed during installation will be the responsibility of the customer, unless otherwise agreed in writing.
7. Any floor covering, or carpets lifted or disturbed during installation will be relayed on completion to the best of our ability. However, a professional finish is not guaranteed.
8. All packaging and redundant materials will be cleared from site with the exception of hazardous materials such as asbestos. This will be left of site for disposal by appropriately licensed contractors. Allowances for the value of scrap materials removed will have been applied to quotations where appropriate.
9. Safe access and egress to the customers premises must be provided without hindrance and safe, secure storage for tools and materials must be provided on site during the installation process.
10. Whilst all reasonable steps will be taken whilst on site, Home-Heat Solutions will not be held responsible for damage to any hidden or buried cables, wires or existing pipework in walls or floors during the installation process.
11. Payment will be due immediately on production of an invoice unless other wise agreed in writing. *We accept credit & debit card payments up to a maximum value of £250.00 only.*
12. Deposit and / or Stage payments may be requested at the discretion of Home-Heat Solutions subject to the contract value and size. This will be agreed prior to the commencement of any work.
13. All workmanship and materials supplied by Home-Heat Solutions will be guaranteed for 12 months. Any additional guarantees offered by manufacturers will be passed on to you as the customer.
14. All Materials delivered to site will remain the property of Home-Heat Solutions until full final payment is received from the customer.
15. Home-Heat Solutions cannot guarantee the integrity of any existing electrical installation that does not meet the current NICEIC / IEE requirements. Any modifications required to satisfy the current minimum requirements and any additional costs will be discussed with the customer prior to the commencement of any electrical alterations by our nominated electrical sub-contractor.
16. Home-Heat Solutions cannot guarantee the integrity of any existing heating or plumbing system and will accept no responsibility for existing radiators, pipework, or any associated heating parts or components following installation especially in unheated areas or where existing installations are subjected to increased working pressures.
17. It is strongly recommended that all equipment installed is maintained and serviced at regular intervals to ensure prolonged efficient and safe use. Details of our maintenance and service plans are available on request. Regular **annual** servicing is a manufacturers requirement for all 'in guarantee' boiler installations.
18. **POWERFLUSHING** - Home-Heat Solutions cannot guarantee the integrity of any existing heating system and will accept no responsibility for damaged caused to radiators, pipework, boilers or any associated heating parts or components during or following a 'Powerflush' procedure.
19. Acceptance of the specification and price will be deemed to be acceptance of the foregoing conditions and by signing this document you are agreeing to allow us to retain the personal contact details you have already provided to us. All retained personal information is stored securely and our [privacy policy](#) can be viewed on our website [www.homeheatsolutions.co.uk](http://www.homeheatsolutions.co.uk)
20. **Notice of the right to cancel:** You have the right to cancel this contract during a period of 14 calendar days from the date you receive these terms. During that period any money paid by you will be refunded. However, if you have already given Witten approval for the work to begin before the end of the cancellation period you may be required to pay for goods or services already provided. If you wish to cancel you must do so in writing (by electronic mail or post) and deliver to Home-Heat Solutions at the address below. Notice of cancellation is deemed to be served as soon as it is posted or email sent.

Quotation No.....

To Home-Heat Solutions. I/we accept your attached quotation for the sum of.....plus VAT

and would like work to start on..... or at a mutually agreeable time.

I/we have read and agree with the above conditions.

Signed.....Print Name.....Date.....

(Please return this page to Home-Heat Solutions, 48 Boughton Hall Drive, Chester, CH3 5QQ or email to [carl.thurston@sky.com](mailto:carl.thurston@sky.com))