

## Terms and Conditions

Definitions: The terms 'we' and 'our' refers to RH Heating and the terms 'you' and 'yours' refers to the customer.

An estimate may be revised if you instruct us to carry out additional works or there is an increase in the price of materials or it is discovered that further works are needed which were not anticipated.

Payment is due upon completion of the work.

Costs may be incurred if less than 48 hours notice is given for cancellations.

We shall use our best endeavours to attend on the date and at the time agreed. However, we accept no liability for the late or non-attendance of our engineers or for the late or non-delivery of materials. If you source any parts which are not made available to us at the agreed installation time, you may be liable for any costs incurred.

All parts are recommended and supplied in good faith. Our engineers match parts as closely to the existing, however where manufactures have changed designs additional labour charges may be incurred and visual differences may be apparent.

We can not accept any liability for any damage caused by moving furniture in order to carry out our work. All items of high value should be moved before our engineer arrives.

If you are not wholly satisfied with the works after completion, you must give us written notice within 1 month. We (and our representatives) must be given the opportunity of inspecting the works and carrying out remedial works if appropriate.

Our workmanship is guaranteed for 12 months as long as the work / appliance is (a) not subject to misuse or neglect or (b) repaired, modified or tampered with by anyone else. We cannot guarantee any work that is against the written or verbal advice of our engineer or where we have recommended related work that has not been carried out.

Guarantees for parts is as per the individual manufacturers' or suppliers' terms and conditions.

Where manufactures only offer a counter warranty, we will make a labour charge for the removal of the defective component and the installation of the replacement.

We cannot guarantee any work in respect of blockages in waste and drainage systems. Please note power flushing is an aggressive form of cleaning central heating systems and uses chemicals to remove sludge and debris. It may identify existing faults and cause leaks.

Work is guaranteed only in respect of work directly undertaken by us and where payment in full has been made within fourteen days of the date of the invoice.

You will be liable for any hazardous situation or substances found and for removal of rubbish. The value of any scrap metal removed from site is taken into account at the point of estimate. You must confirm in writing if you want the scrap metal to be left on site as this may affect the final cost.

We reserve the right to refuse or decline work at our own discretion.

Interest at the rate of 4% above base rate will be charged on any unpaid work and title to any goods shall not pass until we are paid in full.

Verbal or written consent to proceed with an estimate is acceptance of the above terms and conditions.