

## **INSTALLATION TERMS AND CONDITIONS**

*Please Read This Document Carefully it contains important information about how we aim to provide our services to you. If you have any questions, please call us on 01978 664358 before proceeding with the works*

We (The 'Company'), aim to provide our services to you (The 'Customer'). It is important that you read the terms and conditions carefully together with your quotation.

### **General Terms and Conditions**

1. Any work listed on the quotation is considered within the "Scope of Works." Total Boilers Limited will complete all works stated in the quotation provided to you for the fixed price provided.
2. Our quotation is valid for 30 days. After this time, Total Boilers Limited may need to amend the quotation to account for changes in material price and/or availability.
3. Any pipework or component installed by Total Boilers Limited, is covered by a comprehensive 24 month labour warranty, from the date of installation. No guarantee can be given as to the integrity or suitability of any of your existing components or components supplied by you that our engineer may connect to during the course of the installation (e.g. Radiators, Pumps, Pipework, Showers, and Taps.)
4. Our engineer's will not normally bury pipes in solid floors or walls, as it is necessary for all pipes to be accessible. Pipework may be exposed in these situations. Boxing in of pipework is not included unless specifically detailed in the quotation. If we remove boxing, we will make every effort to replace it with care and skill, however if it is damaged due to structural weakness, the company will not be required to replace the boxing.
5. The price we quote does not include the cost of removing any dangerous waste materials, unless specifically stated. Materials such as asbestos, that we could not reasonably identify when we gave you your quote. You can call a specialist contractor to remove these dangerous materials or we may be able to arrange for them to be removed at an extra cost. When asbestos is removed you will need to produce a 'site clearance for reoccupation' certificate, which you can get from the asbestos removal company, before we can continue to work at your property.
6. The price we quote includes removing all non-dangerous materials, including your old boiler and central heating parts we replace.
7. Should your installation be delayed, rescheduled or overrun, Total Boilers Limited will not be held liable for any potential loss or costs including but not limited to: loss of earning, annual leave or time away from work.
8. We may need you to lift some floor coverings, including tongue-and- grooved floor coverings, parquet, hardwood, rubber or tiled floors, so we can complete our work. Our surveyor will discuss this with you whilst surveying the property. You can call a specialist contractor to do this work or we may be able to do it for you at an extra cost. If we do any of this work for you, we will only be responsible for any unnecessary damage caused directly by negligence. Any flooring will be re-laid to the best of our ability; however, you may wish to hire a specialist contractor should you wish to achieve a professional finish.
9. Our greatest priority is the safety of our customer's and their homes. We will take every care to carry out the work specified without causing damage to your property. If we have to make any cuts or holes to allow for equipment, you will be made aware ahead of time. Any cuts or holes made will be filled, but not permanently finished or redecorated. The company accepts no responsibility for damage which is attributable to structural defect or weakness unless such damage results from negligence.
10. If your property is a listed building, it is your responsibility to ensure that you have any necessary permissions prior to work commencing.
11. We will test your water supply before we start work using a flow cup. As water supply rates can change, we cannot be responsible for your water system failing to work properly because your water

supply becomes inadequate or keeps changing, unless we were negligent in the manner by which we tested your water pressure. Where combined boilers are supplied, it is not uncommon to find that hot water flow rates are reduced if more than one tap or outlet is used simultaneously. This is characteristic of combination boilers and is not considered a fault or defect.

### **Guarantees and Warranties**

12. The boiler itself **will be registered by us and guaranteed by the manufacturer**. The manufacturer's guarantee will depend upon the manufacturer and model of the boiler. Should you register the boiler yourself you will only receive the standard guarantee provided by the manufacture. The validity of the manufacturer's guarantee will be subject to the boiler being serviced every 12 months by a Gas Safe engineer. The extended guarantee offered by Total Boilers Limited on boilers is subject to the customer holding a recognised service contract with Total Boilers Limited.

### **Deposit**

13. In order to secure an installation date, Total Boilers Limited take a 25% refundable booking deposit. Should you wish to cancel your installation prior to the date of commencement, this deposit will be returned to you in full, provided we receive at least 48 hours' notice.

### **Balance Settlement**

14. Any remaining balance shall be made in full within 7 days of completion of works. We accept the following payment methods – bank transfer, cheque credit or debit card payments.

### **Your Right to Cancel**

15. You may cancel this agreement at any time prior to the commencement of works as long as you let us know we ask that you please give us advanced warning in writing, by emailing [info@totalboilers.co.uk](mailto:info@totalboilers.co.uk). If you cancel your agreement after work has commenced, we will charge you reasonable costs for any work already carried out and/or any goods already installed into your premises. We consider work commencing on the morning of the agreed installation date.

### **Our Commitment to You Policy**

We always endeavour to provide the best service and products from our customers. However, on rare occasions, we recognize that there may be times when our customers may not be completely satisfied. To ensure we can put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

Please inspect the work to ensure everything has been carried out to our usual high standards. In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify the problems. write to us at Total Boilers Limited, Bryn Lane, Wrexham Industrial Estate, Wrexham LL13 9UT (please request proof of receipt if posting) or email us: [info@totalboilers.co.uk](mailto:info@totalboilers.co.uk).