



Terms & Conditions

Please read this document carefully. It contains important information about how 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. These will form the basis of Your Agreement with us. If you have any questions, please call us on 07837 334316

General Terms and Conditions

1. Madeley Plumbing and Heating will complete all work stated on the quotation provided to you for the fixed price provided. Any work listed on the quotation is considered within the "Scope of Works."
2. Our quotation is valid for 3 months. After this time, we may need to amend the quotation to account for changes in material price and/or availability.
3. Any pipework or component installed by Madeley Plumbing and Heating, is covered by a comprehensive 3-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 that our engineer may connect to during the course of the installation (e.g. Radiators, Pumps, Pipework, Showers, and Taps.)
4. As it is necessary that all pipes are accessible, our engineer's will not normally bury them in solid floors or walls. Pipework may be exposed in these situations. Boxing in of pipe-work is not included unless specifically detailed in the quotation.
5. If we remove boxing, we will make every effort to re-install it with care and skill, however, we will not be responsible for any decorating that may be required as a consequence of removing boxing. If boxing is damaged due to structural weakness, the company will not be required to replace the boxing.
6. Unless specifically stated, the price we quote does not include the cost of removing any dangerous waste 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.
7. The price we quote includes removing all non-dangerous materials, including your old boiler and central heating parts we replace. Due to the size and material, bathroom suites



incur additional disposal costs, however this will be discussed and added to your quote if required.

8. Any time frames we give you are our best estimates and we will do everything we can to keep to those time frames. If there are likely to be delays, we will let you know as soon as possible and agree new time frames with you. Madeley Plumbing and Heating reserve the right to use additional labour to achieve completion in a shorter timeframe where necessary. Time is not considered to be the essence of the contract, and the price of the works shall not be affected by time used to achieve completion.

9. If your installation is delayed, rescheduled or overruns, Madeley Plumbing and Heating will not be held liable for any potential loss of earning, annual leave or time away from work.

10. 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. We will give you as much notice as possible if we need you to do this. 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.

11. 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. If we cause unnecessary damage because of negligence we will ensure action is taken in a reasonable timeframe to repair any damage. The company accepts no responsibility for damage which is attributable to structural defect or weakness unless such damage results from negligence.

12. If your property is a listed building, or a managed property, it is your responsibility to ensure that you have any necessary permissions prior to work commencing. If you do not ensure you have the necessary permissions, you may be prosecuted by any affected party.

13. You will need to have an adequate gas and electricity supply to your property before we can start the work. We require free use of gas, water and electricity throughout the duration of the works.

14. If, we discover that the earthing in your property is not compliant with the Institute of Electrical Engineers' Wiring regulations, we will advise you what needs to be done to comply with those regulations.



Guarantees and Warranties

The boiler itself will be registered by us and guaranteed by the manufacturer. The manufacturer's guarantee may be up to 10 years depending upon the manufacturer and model of the boiler. The validity of the manufacturer's guarantee will be subject to the boiler being serviced every 12 months by a Gas Safe engineer.

No guarantee is given for any parts installed as part of kitchen or bathroom installations. We recommend checking for any guarantee or warranty given by the manufacturers at time of purchase.

Deposit

Madeley Plumbing and Heating take a 50% refundable booking deposit in order to secure an installation date. Should you wish to cancel your installation prior to the date of commencement, this deposit will be returned to you in full.

Balance Settlement

Any remaining balance shall be made in full on the day of completion of works via Bank Transfer.

If you do not settle your outstanding balance immediately following the installation and are in receipt of heating and hot water, you may incur late payment charges and your credit file could be affected.

Your Right to Cancel

You may cancel this agreement at any time prior to the commencement of works as long as you let us know by calling 07837 334316. Should you be unable to reach us by telephone, we ask that you please give us advanced warning in writing, by emailing enquiries@madeleyplumbingandheating.com

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

We always strive to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below. In the unlikely event there is anything you are not completely satisfied with, please contact us so that we may rectify any problem as soon as possible. We ask that you call us on 07837 334316 if the problem is urgent, or email us via enquiries@madeleyplumbingandheating.com

Your complaint will be handled in the following manner:

We will acknowledge your complaint promptly.

We will endeavour to contact you either by telephone or email to discuss your complaint and agree a way forward within 2 days, if not sooner.

We will endeavour to send a final response to you within 7 days of receipt of your complaint, if not sooner. If we are unable to provide you with a final response within this time frame, we will contact you explaining why and advise you when you can expect a final response.

