

Terms & Conditions

Hines Commercial Catering Solutions Ltd (trading as HCCS)
Company No. 16542692 | Registered in England and Wales

1. Scope of Work

All services provided by Hines Commercial Catering Solutions Ltd (trading as HCCS) ("the Company") are based on agreed work instructions. Any additional or unforeseen work will be quoted separately. It is the customer's responsibility to provide accurate access details and notify us of any site restrictions or time constraints in advance.

2. Call-Out & Labour Charges

Call-out and labour charges apply as per our current price list. A minimum charge of the call-out fee plus the first hour's labour will apply once an engineer arrives on site. If access is denied, or the customer has not specified any time restrictions or area avoidance requirements, and the engineer is unable to carry out the work, the full call-out and first-hour charges will still apply.

3. Parts & Materials

Most parts are ordered as needed and may be subject to supplier lead times. All parts remain the property of the Company until paid for in full.

4. Gas Safety Certificates

Gas Safety Certificates will only be issued if all appliances and gas systems pass inspection and meet the required safety standards.

Full payment is still required for all services carried out, regardless of whether a certificate is issued.

5. Payment Terms

Payment is due within 30 days of invoice, unless otherwise agreed in writing.

Failure to make payment may result in the suspension of further services until the account is settled.

6. Recalls / Reattendance

If the same fault reoccurs within ten (10) calendar days of the original repair and is found to be directly related to the initial issue, a return visit will be arranged. If the attending engineer confirms the issue as a recall, the follow-up visit will be free of charge.

If the issue is not considered a recall, the attending engineer will take all reasonable steps to demonstrate and explain the cause of the fault to the responsible person on-site. This may include presenting evidence that the issue is new or unrelated to the original repair. The signed job sheets from both the original and return visits will serve as key documentation and will carry significant weight in determining the nature of the fault.

In such cases, any additional parts and labour required to rectify the issue will be chargeable.

7. Liability

All work will be performed to a professional standard, in accordance with industry best practices and applicable regulations. The Company is not liable for delays due to part availability, access issues, or third-party equipment failure. Unsafe conditions may result in the work being postponed or declined. In such cases, callout and labour charges may still apply as covered in section 2.

8. Warranties

Parts are covered by the manufacturer's warranty where applicable. Labour is only warranted for the original reported fault as covered in section 6.



Contact Details

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