

## Terms & Conditions – Chimney Sweeping Services

### 1. Booking and Access

By booking an appointment, the customer agrees to provide safe and reasonable access to the property, appliance, flue, and chimney.

The customer must ensure:

- Adequate access is available at the agreed appointment time.
- Pets and children are kept away from the working area.
- Valuable, fragile, or irreplaceable items are removed from the immediate work area where possible.

Failure to provide access may result in a call-out charge.

### 2. Appointment Times

Appointment times are approximate. While every effort will be made to attend at the agreed time, delays may occur due to traffic, weather, emergencies, or previous appointments overrunning.

If we need to rearrange an appointment, we will contact you as soon as reasonably possible.

### 3. Cancellation Policy

Appointments cancelled with less than 24 hours' notice may be subject to a cancellation fee of up to 50% of the booked service cost.

If no one is present at the property at the agreed appointment time, a call-out charge may apply.

### 4. Sweeping Service

Our chimney sweeping service includes the removal of soot, bird nests, and normal deposits where reasonably possible.

While every effort is made to clean the chimney thoroughly, we cannot guarantee the removal of all deposits, particularly where there are structural defects, severe tar build-up, obstructions, or restricted access.

### 5. Pre-Existing Defects

We accept no responsibility for damage resulting from pre-existing defects including but not limited to:

- Cracked or damaged flue liners.
- Loose chimney pots or cowls.
- Defective chimney construction.
- Poorly installed appliances.
- Existing leaks or structural weaknesses.

If defects are identified during the sweep, we will advise the customer.

## 6. Soot and Dust

We use professional equipment designed to minimise dust and soot release. However, due to the nature of chimney sweeping, a small amount of dust or soot may occasionally escape.

We cannot accept liability for minor soot or dust contamination resulting from hidden defects, poor appliance condition, or defective flues.

## 7. Bird Nests and Blockages

Additional charges may apply where bird nests, heavy blockages, excessive tar deposits, or other obstructions require extra time or specialist equipment to remove.

We will advise of any additional charges before proceeding wherever possible.

## 8. Safety

We reserve the right to refuse or stop work if:

- The appliance or chimney is considered unsafe.
- Safe access cannot be achieved.
- Weather conditions make external work unsafe.
- Aggressive behaviour or abusive conduct is encountered.

Full or partial charges may still apply where attendance has occurred.

## 9. Certificates and Reports

A chimney sweeping certificate may be issued following completion of the work.

Any observations regarding defects or safety concerns are advisory only and do not constitute a full structural survey of the chimney or appliance.

## 10. Payment

Payment is due immediately upon completion of the work unless otherwise agreed in writing.

We reserve the right to charge interest and recovery costs on overdue accounts in accordance with applicable legislation.

#### 11. Liability

Our liability is limited to the value of the service provided except where liability cannot be excluded by law.

Nothing in these terms limits liability for death or personal injury caused by negligence, fraud, or any liability which cannot legally be excluded.

#### 12. Complaints

Any concerns regarding the service provided must be raised within 7 days of the appointment to allow prompt investigation.

#### 13. Privacy

Customer information will only be used for providing our services, maintaining service records, and contacting customers regarding bookings. Information will not be sold or shared with third parties except where required by law.

#### 14. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of Scotland.