

Terms and Conditions of Trade. (Sample)

No one likes the small print.

While it might feel a bit time-consuming to read the fine print, we do believe it is the best way to manage expectations and avoid any surprises. Our terms of trade set out what we will deliver to you and what we expect from you. The last thing we want is a mismatch in understanding and a poor outcome for you, the homeowner.

We believe in providing great service and we take pride in our standards. The terms of trade below serve as the criteria for all of the work we carry out. These terms override any agreements made in person, over the telephone, or in any other communication.

When you Home Heroes (sw) Ltd to carry out work on your behalf, you agree to uphold your obligations under these terms of trade.

If you have any questions please contact us on our office number 01747 213120 or email us at info@thehomeheroes.co.uk. If you are unhappy with the work we provide, or have any problems or comments, please let us know immediately. We will do our best to fix any problems right away. If you do not give us feedback or if you delay payment, it makes it difficult for us to put things right.

We take pride in what we do and would love for you to use us again and tell your friends. You can be sure that we want you to get the outcome you are after, as much - if not more- than you do.

You can contact us the following ways:

Office Number 01747 213120

Mobile Number 07450158386

Text/WhatsApp 07450158386

Email info@thehomeheroes.co.uk

Our Charges

Description	Charge
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Technician-Tradesperson	
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£60.00 Per hour	
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Call Out Fee	
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£60.00	
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Emergency/After Hours Call Out Fee	
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£100.00	
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After Hours Call Out Fee

We define our normal hours of business from 8.00am-5.30pm Monday to Friday. Work done outside of these hours is subject to an after hours call out fee.

Call Out Fee

A call out fee is a one-off charge for a job less than 1 hour. This includes diagnosis, repairs, fault finding and advice given. We have to cover the cost of the administration and travel for your job.

After Hours Work

If, in the course of a job, you ask us to do work which falls outside of normal working hours, we will have to charge you additional fees. If it has been arranged as a call-out, call-out fees will be applied. If not, additional fees will be applied to cover the overtime rates.

Quotes

- Once you have accepted your quote, we will schedule your work and order materials, at this point a deposit may be requested.
- Any items of work not carried out on the quote will be adjusted at the final invoice stage.
- Any work requested to be carried out in addition to the quote, either verbally or in writing, will be chargeable on the final invoice.

Estimates

- An estimate will be provided when the scope of work cannot be fully identified.
- An estimate is given to provide you with a rough idea of how much your work will cost, the end invoice may vary and could be more or less than the estimate. We are happy to provide an update of ongoing costs during your work.

Cancellations/Rescheduling Appointments

- We are always happy to reschedule an appointment free of charge.
- If you need to cancel your appointment, please provide us with at least 24 hours notice.
- A cancellation fee may apply to appointments that are not cancelled within 24 hours of your appointment.

Payment

- Payment is due as per the payment date on the invoice.
- Once your job is complete, you will be sent a final invoice by email.
- Please let us know before work commences if you would prefer an invoice to be mailed to you, as our default communication is email.

Deposits

- Some jobs will require a deposit before work commences, for example Boiler installations, Bathroom installations and large heating jobs.
- If a deposit invoice is sent and remains unpaid before the work commences, we reserve the right to halt work until payment is made. We also reserve the right to cancel the contract entirely, if payment is late or delayed.

Progress Invoices

- Progress invoices are claims for work done on site, before the entire job is completed. This covers labour and materials for work done to date. The cost of materials and the amount of time spent on your job will dictate whether you will be sent progress invoices.
- As part of our agreement, you accept to pay these progress invoices when they are due. You understand that you cannot withhold payment for any reason.
- If for any reason work has paused on your job, you can request an invoice to settle the account by calling the office.

- We reserve the right to stop work if progress payments have not been made.

Discounts

- Discounts applied to your account are administered at our discretion.
- Discounts may be revoked and the full amount may be charged to you if an invoice remains unpaid for more than **20 days** or any other agreed date.

Disputed Invoices

- If you need to discuss any aspect of payment, please contact us immediately.
- If you are dissatisfied with the invoice, it is your responsibility to contact us immediately.