

General terms and conditions for Alpha Gas Ltd

1. Please read this document carefully. If you are unsure about anything, please email or telephone us at the email address or telephone number given. By using our services you are agreeing to these terms.
2. Alpha Gas LTD has quoted the cost of installing central heating and/or plumbing equipment that meets the specific requirements of your property. Once you have accepted this quotation in accordance with the below, our tradesmen will carry out all the work necessary to complete the work described in your quotation under the following terms and conditions.
3. You will be responsible for any permissions or consents for the installation of the works, including (without installation) building regulations and planning consents.
4. If you are a tenant, you may need your landlord's permission for an installation to be carried out. The company will assume such permission has been granted and shall have no liability for any loss or damage arising from failure to get your landlords permission.
5. You will provide reasonable access to enable installations to be completed. There must be an adequate gas and electricity supply before we can start the work.
6. If during the installation period, asbestos is found, the company reserves the right to withdraw its installation staff immediately until the site is made safe. The cost of removing asbestos is not included within the quotation price. Upon request, we can arrange to remove the asbestos at an additional cost.
7. If we need to connect new equipment to your existing plumbing or heating system, we will not accept liability for the cost of repairing or replacing parts of your existing system, which subsequently develops faults. In certain situations, the company may charge for engineer visits if your system is faulty or has developed a fault after the installation has taken place. The company will not accept liability if your central heating system does not function properly because your water supply becomes inadequate, or the water pressure becomes invariable.
8. Alpha gas Ltd accepts no responsibility for any existing installations. This mostly relates, but not only to any pipework, radiators and radiator valves, heating valves, pumps, shower pumps, electrical controls and/or bathroom / WC services that might be affected because of a conversion from a tank fed system to a sealed system or from power flushing of pipework and radiators. This change to a higher pressure rated system and power flushing can cause leaks in components that Alpha Gas LTD will not be liable for. Any cost of repairs for which Alpha Gas LTD are not liable will be charged .
9. We may advise a power flush If your system is excessively full of magnetite and sludge.
10. The warranty for the boiler and or cylinder will be covered by the manufacturers as agreed in the quotation. The warranty only applies to the boiler. It does not apply to any existing parts of the system. For your peace of mind, we offer a 12-month warranty for any other work carried out.

However, any existing components or pipework not changed are not included within this guarantee. Furthermore, all boilers need to be serviced annually to remain under warranty. If any repairs, modifications or tampering are done by anyone other than Alpha gas LTD our 12-month guarantee to you will be null and void.

11. The company accepts no liability for the removal of any carpets, linoleum and special types of flooring, eg. tongue and grooved, parquet, hard wood or tiled floors to carry out the installation, except in circumstances where the company has been negligent.

12. Our tradesmen will carry out installations to the highest quality, ensuring that every bit of care is taken. We will not be held liable or responsible for any damage or defect resulting from work not fully guaranteed, or where recommended work has not been carried out. It is anticipated that certain areas in your home may need redecoration following completion of the central heating installation. This will be your responsibility and is not included in the price unless stated otherwise.

13. We cannot be responsible if we are unable to carry out our responsibilities due to things out of our control such as harsh weather conditions or strikes or delays.

14. Commercial properties-

If you decide not to accept the quotation after a considerable amount of time has been spent designing it, we will charge 4% of the quotation cost. This is because commercial quotes are extremely complex and require a great deal of planning, gaining information from third parties, multiple site visits, organising manufacturer rep visits, heat loss calculations and site-specific heating system designs.

15. Acceptance of quotation can be made by electronic email to info@alphagasltd.com, text message or WhatsApp to 07921 193642. Upon your agreement for us to carry out estimated or pre-booked work, a deposit payment is to be made immediately. We will notify you of the deposit amount. We reserve the right to request full payment in advance at our discretion.

16. Payment is to be made by bank transfer, card or by cash on the day.

17. For all projects where stage payment terms apply, payment MUST be paid within 7 days of each stage completion. Failure to do so will instigate legal proceedings.

18. Where payments are not made on the due date as per the above clauses, the company will charge daily interest on late payments at a rate of 4%.

19. You will be sent an invoice for payment within seven days of installation completion. Failure to make payment within specific time periods as outlined within the quotation and/or the Terms and Conditions, will instigate legal proceedings to commence.

20. Materials supplied and delivered by us to you, or your premises, will remain our property until paid for by you in full. Whilst the materials remain our property, we have the right to:

Retake, sell or otherwise deal with or dispose of all or any part of these goods.

Enter any premises, at any time and without notice, in which goods or any part thereof is installed,

stored or kept, or is reasonably believed so to be.

Seek a court injunction to prevent you from selling, transferring or otherwise disposing of such goods.

21. Should you wish to cancel (or rearrange) your booking, you must notify us by telephone or email, preferably 14 days before the scheduled booking. Cancellations made further in advance can be made by telephone or email, and you should request written confirmation from us, so that you are not liable to be charged.

If you cancel your instructions more immediately prior to work being carried out, or materials being supplied, you will be liable for the cost of any time and materials incurred by us, together with the profit that would have been made by us, in accordance with the original instructions.