

## **Terms and Conditions for Supply and Installation of Works Lakeland Seamless Gutters Limited**

**These terms outline the rights and responsibilities of the client and Lakeland Seamless Gutters Limited in relation to the supply and installation of guttering and associated works.**

---

### **1. Quotations**

**All works will be carried out based on a written quotation issued by Lakeland Seamless Gutters Limited. Quotations remain valid for three months from the date of issue.**

**Any additional work not included within the original quotation will be treated as a variation and will only be undertaken following agreement of the revised cost.**

---

### **2. Acceptance of Quotation and Contract Formation**

**A contract is formed once the client accepts the quotation in writing or electronically and the agreed deposit has been received by Lakeland Seamless Gutters Limited. These terms and conditions then apply to the agreement.**

---

### **3. Cooling-Off Period**

**Where the contract is agreed away from our business premises or by distance communication (such as email, phone, or online), the client has a 14-day cooling-off period under UK consumer law.**

**Cancellation within this period can be made by contacting:**

**Lakeland Seamless Gutters Limited  
Email: [info@lakelandgutters.co.uk](mailto:info@lakelandgutters.co.uk)  
Phone: 01900 878345**

If the client requests that work begins during the cooling-off period, this request must be confirmed in writing.

---

#### **4. Payment Terms**

A payment schedule will be provided prior to the commencement of works and may include:

- A deposit
- Stage payments where applicable
- Final payment upon completion

Deposits allow Lakeland Seamless Gutters Limited to secure installation dates and purchase materials.

Deposits are normally non-refundable once materials have been ordered or work scheduled. If the client cancels within the statutory 14-day cooling-off period and no materials have been ordered or work commenced, the deposit will be refunded.

Final payment is due within 7 days of invoice unless otherwise agreed.

Lakeland Seamless Gutters Limited reserves the right to suspend works if payments are not made when due.

---

#### **5. Deposit and Cancellation Costs**

If the client cancels the contract after the statutory 14-day cooling-off period, Lakeland Seamless Gutters Limited reserves the right to retain the deposit to cover administrative costs, scheduling of labour, and any materials that have been ordered or manufactured specifically for the project.

If cancellation occurs after materials have been ordered or work has commenced, the client may also be liable for the cost of materials purchased and any work already completed up to the date of cancellation.

Lakeland Seamless Gutters Limited will provide an itemised account of such costs if requested.

---

## **6. Working Hours**

**Work is normally carried out during the following hours:**

**Monday – Friday: 8:00am – 4:00pm**

**Work outside these hours may be arranged by agreement.**

---

## **7. Site Access**

**The client must provide safe and reasonable access to the property for delivery of materials, equipment, scaffolding, or machinery required to complete the works.**

**If additional access equipment becomes necessary due to unforeseen site conditions, additional costs may apply, and these will be agreed before work continues.**

---

## **8. Planning Permission and Regulations**

**Where required, it is the responsibility of the client to obtain any necessary planning permission or building regulation approvals before work begins.**

---

## **9. Work Scheduling and Delays**

**Installation dates may be affected by factors beyond our control, including weather conditions, supplier delays, or unforeseen site conditions.**

**Lakeland Seamless Gutters Limited will not be held responsible for delays arising from such circumstances.**

---

## **10. Ownership of Materials**

**All materials supplied remain the property of Lakeland Seamless Gutters Limited until full payment has been received.**

**Waste materials generated during installation will be disposed of responsibly.**

---

## **11. Employees and Subcontractors**

**Lakeland Seamless Gutters Limited may employ staff or subcontract qualified tradespeople to carry out works where necessary. All personnel will hold appropriate qualifications and certifications required for the work.**

---

## **12. Insurance**

**Lakeland Seamless Gutters Limited holds Public Liability Insurance and Employers' Liability Insurance with cover up to £5,000,000.**

---

## **13. Hidden Defects**

**Lakeland Seamless Gutters Limited cannot be held responsible for hidden defects in existing structures, including but not limited to rotten timber, damaged rafter tails, deteriorated fascias or soffits, or other structural issues not visible at the time of quotation.**

**If such defects are discovered during installation, additional remedial work may be required and will be quoted separately.**

---

## **14. Existing Drainage and Blockages**

**Lakeland Seamless Gutters Limited cannot be held responsible for blockages or defects within existing underground drainage systems, soakaways, or drainage pipes connected to the gutter system.**

**Where blockages are discovered during installation or testing, any required remedial work will be quoted separately.**

---

## **15. Roof Condition and Access Risks**

**Roof work and gutter installation may involve working on existing roof coverings and structures. Lakeland Seamless Gutters Limited cannot be held responsible for damage resulting from pre-existing weaknesses, aged roofing materials, loose tiles, brittle slates, or deteriorated structures that were not visible at the time of quotation.**

**If such issues are discovered during installation, the client will be informed and any additional work required will be agreed before proceeding.**

---

## **16. Weather Limitations**

**Gutter installation and roof work are weather dependent. For safety and quality reasons, work may be postponed or temporarily suspended during high winds, heavy rain, snow, ice, or other unsafe conditions.**

**Lakeland Seamless Gutters Limited will not be held responsible for delays caused by adverse weather.**

---

## **17. Guarantees**

**All customers benefit from a guarantee covering our workmanship of 10 years. Guarantees on materials apply in accordance with manufacturer warranties where applicable. These can be supplied on request.**

---

## **18. Limitation of Liability**

**Lakeland Seamless Gutters Limited will carry out all work with reasonable care and skill. However, the company shall not be liable for any indirect, incidental, or consequential losses including but not limited to loss of use, loss of income, or damage resulting from pre-existing structural defects or issues outside the scope of the contracted works.**

**Nothing in these terms limits liability for death or personal injury caused by negligence, or any liability that cannot legally be excluded under UK law.**

---

## **19. Data Protection**

**All client information is processed in accordance with the Data Protection Act 2018 and UK GDPR. Personal data will only be used for the administration and completion of the contracted works.**

---

## **20. Photography and Marketing**

**Lakeland Seamless Gutters Limited may take photographs of works in progress or completed installations for use in our portfolio, website, and marketing materials.**

**Images will not include identifying personal information without permission.**

**If you do not wish photographs of your property to be used, please notify us before work begins by emailing:**

**info@lakelandgutters.co.uk**

---

## **Company Details**

**Lakeland Seamless Gutters Limited  
Website: [www.lakelandseamlessgutters.co.uk](http://www.lakelandseamlessgutters.co.uk)  
Email: [info@lakelandgutters.co.uk](mailto:info@lakelandgutters.co.uk)  
Phone: 01900 878345**