



London Fireplace Specialist Terms and Conditions

PAYMENTS

Payments can be made by debit, credit card or bank transfer to London Fireplace Specialist Ltd, please ask our staff members who will be happy to provide you with this information. We cannot place an order until we have received a minimum of a 50% deposit. The deposit amount can vary depending on the size of order or the type of order. Made-to-measure items such as hearths, wood surrounds and all beams require a minimum of 50% deposit. London fireplace specialist may require 100% of the purchase price of goods prior to installation

The installation costs can be paid at the time of placing an order or on the day of installation once the work is completed, via bank transfer or mobile card terminal payment.

In a circumstance, whereby the responsible person will not be present on completion of an installation to make the final payment London fireplace specialist may request installation costs are paid in full prior to completion of an installation.

London fireplace specialist reserve the right to reschedule a job until the responsible person is available to approve the installation and complete the final payment.

In regards to installations carried out for building companies and commercial premises payments for installations and goods are required to clear within 30days or completion.

All goods remain the property of London fireplace specialist Ltd until full payment is received.

CANCELLATIONS AND RETURNS

It is important to check the items on delivery to ensure you are satisfied with the items received. For example, natural stones can have fossils, fissures, veins and markings within the stone. These natural products can vary, they are unique and not the same.

These items cannot be returned or refunded once installed.

We will also check products prior to installation to ensure there is no damage or irregular marks.

There is a 25% re-stocking fee applicable to standard products returned undamaged and in the original packaging within 7 days of the purchase date. We cannot refund any made-to-measure or bespoke items such as hearths, wood surrounds, Items cut to size and all beams. If you require a collection of a refunded item from your property collection charges may also be applicable.

If you need to cancel a job we require a minimum of 72 hours written notice, otherwise there is a cancellation fee of £120 to cover the costs of the installation team and reschedule as we will not be able to book other customers in for an installation at short notice.

We reserve the right to cancel a job on the day of installation due to unforeseen circumstances, this includes bad weather conditions, as most of our installations involve exterior work, especially on roofs.

STORAGE COSTS

Due to limited storage space at our premises we will hold products for 28 days after which we charge £5.00 per day (£35 per week) storage for single items. For fireplace packages where there are up to 4 items it is £10 per day (£70 per week.)

CERTIFICATION

Your solid fuel installation will be carried out by a registered HETAS installer, or for gas products, a registered Gas Safe engineer. Chimney sweeps will be accredited by the National association of chimney sweeps. You will be issued a certificate of compliance within 30 days once the job is completed.

PRE-INSTALLATION

Please ensure you have the chimney swept and or checked prior to any installation. We offer these services or can make a recommendation if you prefer.

We carry out our own site surveys and work direct with clients, builder's, designers and architects to achieve the desired designs for our clients.

Any changes to site conditions and products ordered from external companies post survey must be notified to us in writing.

We cannot refund products due to changes to site conditions post survey.

We will re-quote and charge accordingly if the site conditions need amendments to adapt the site to suit products not agreed prior to installation.

Whereby an installation requires cancellation on the day due to changes in site conditions or the room or property not being suitable to carry out an installation safely additional charges will be applied.

CLEANING

Please note that fireplace work is dusty and soot, especially when installing liners and removing existing fireplaces. This type of work should be carried out before decorating and new floor covering is laid where possible.

The room where the installation is going to be carried out should be cleared of furniture and valuable items removed to a safe place. We cover as much as we can in dust sheets, but we cannot be held responsible for any items left in the room.

Existing carpets or floor coverings should be rolled back, prior to installation. If the fitters have to roll back your carpet/floor covering they cannot be held responsible for it. We cannot re fit them; we recommend you use a qualified carpet fitter to do this.

Where possible we try to leave skirting boards in place, but when necessary we have to remove them, WE RESERVE THE RIGHTS NOT TO RE-FIT THEM.

London fireplace specialist cannot be held responsible for the cleaning of rooms, floors, carpets and furniture not protected by the client prior to installation.

WASTE REMOVAL

Waste removal is **not included** in your quotation; however, all rubbish will be bagged up where possible and left on site. Alternatively, there are companies who collect waste, alternatively HIPPO bags, or skips are recommended. we are happy to discuss these different options for you prior to installation, prices will vary dependant on the quantity and type of waste.

GENERAL MAINTENANCE AND WARRANTY

The customer is responsible for any after-care maintenance such as servicing/ sweeping of their appliance by a qualified engineer.

It is not the installer's responsibility to repair any minor issues (glass cracking, glazing, sealing repairs and corrosion) that result from in proper use or poor maintenance of any fireplace or appliance.

Advice on replacement parts and after care of fireplaces and appliances can be provided by the manufacturers.

We offer 12 months guarantee on workmanship, after this period we offer servicing and sweeping on appliances and flues which are charged dependant on the appliance and site conditions.

Call outs for repairs and parts not covered under warranty after a 12-month period will be charged. This will include the call out and an hourly rate.

Call outs to show a customer how to use an appliance after the installation day may be charged.

GENERAL

-The provisions of these terms and conditions do not affect your legal rights as a consumer.

-Hearths should be laid on a solid dry surface. Hearths should not be laid over under floor heating., we cannot be held responsible for the damage hearths due to underfloor hearting, poor foundations or accidental damage post installation.

-Decoration may be required post installation.

London fireplace specialist cannot be made responsible to re-decorate including paint or wallpaper post installation.

-Any fixings delivered with a pre-delivered fireplace/appliance needs to be directly attached to the fireplace/appliance or handed to the installer upon arrival.

London fireplace specialist cannot be held responsible for missing or omitted products pre-delivered from external companies. Whereby fixings are missing we will use our own approved fixings which may incur additional charges.

-It is the customer/homeowners (including designers, building company, architects, site managers) responsibility to ensure the correct fireplace/appliances and Twin wall flues are installed in Conservation areas, protected areas and listed period properties. We install under the manufacturers instructions and the relevant building regulations using approved products only.

London fireplace specialist cannot be held responsible to changes made to the above properties due to poor planning.

PRIVACY POLICY

London Fireplace Specialist keeps a secure database of client names and contact details to offer after care and maintenance. If you wish to opt out of our service plan please inform us in writing.

All rights reserved

London Fireplace Specialist