



Alice Davies

ATL Plumbing & Drainage

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ATL Plumbing & Drainage - Terms and Conditions

1. Definitions

In these Terms and Conditions:

- "Company", "we", "us", or "our" refers to ATL Plumbing & Drainage, owned and operated by Alice Davies.
- "Customer", "you", or "your" refers to the individual or business engaging ATL Plumbing & Drainage for services.
- "Services" refers to plumbing, heating, drainage, and bathroom fitting services provided by the Company.

2. Scope of Work

- 2.1 A detailed description of the Services, including an estimate or quotation, will be provided to you before work begins.
- 2.2 Any additional work not included in the original agreement will be quoted separately and must be approved in writing.
- 2.3 All Services are subject to availability and confirmation of acceptance by the Company.

3. Estimates and Quotes

- 3.1 Estimates are provided free of charge and are non-binding.
- 3.2 Written quotes are valid for 30 days unless otherwise specified.

3.3 Additional costs may arise due to unforeseen issues (e.g., hidden pipework, structural problems), which will be discussed and agreed upon before proceeding.

4. Pricing, Deposits, and Payment

4.1 All prices are quoted in GBP (£) and exclude VAT unless stated otherwise.

4.2 A 50% deposit is required on all quotes over £1,000 before any work is scheduled.

4.3 The final balance is payable on the day of completion of the Services.

4.4 Late or non-payment will result in the outstanding balance being passed to a debt recovery agency, and you may be liable for any associated recovery costs.

4.5 We reserve the right to charge interest on overdue balances at 4% above the Bank of England base rate.

5. Cancellation and Rescheduling

5.1 You may cancel or reschedule an appointment with at least 24 hours' notice.

5.2 Cancellations with less than 24 hours' notice may result in a call-out or cancellation charge.

5.3 ATL Plumbing & Drainage reserves the right to cancel or reschedule appointments due to unforeseen circumstances, including safety or access issues.

6. Access and Site Conditions

6.1 The Customer is responsible for providing safe, unobstructed access to the premises.

6.2 Any delays or complications due to inadequate access or unsafe conditions may incur additional charges.

6.3 ATL Plumbing & Drainage is not liable for damage to concealed systems or fixtures not disclosed before work begins.

7. Warranties and Liability

7.1 All work is covered by a 12-month workmanship warranty, starting from the completion date.

7.2 Manufacturer warranties apply to parts and materials supplied by the Company.

7.3 We are not liable for consequential or incidental damages, nor for issues arising from misuse, neglect, or work performed by third parties.

8. Materials and Parts

8.1 All materials remain the property of ATL Plumbing & Drainage until paid for in full.

8.2 Special-order items require full payment in advance and are non-refundable once ordered.

9. Complaints and Disputes

9.1 Any complaints should be submitted in writing within 14 days of the completion of work.

9.2 We aim to resolve all issues quickly and professionally.

9.3 If a resolution cannot be reached, the dispute may be referred to independent mediation or legal proceedings under English law.

10. Insurance and Licensing

10.1 ATL Plumbing & Drainage holds full public liability and employer's liability insurance.

10.2 All services are carried out by trained and qualified professionals in compliance with relevant UK industry regulations (e.g., Gas Safe, Water Regulations).

11. Force Majeure

We are not responsible for delays or failure to provide services due to events beyond our control, such as extreme weather, supplier delays, or strikes.

12. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.

13. Acceptance of Terms

By engaging ATL Plumbing & Drainage, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.