

## 1. Introduction

These are Ted Griffin Plumbing and heating limited terms and conditions, they tell you:

- . The rules for using our services
- . What you can expect from Ted Griffin plumbing and heating Ltd
- . Your rights and responsibilities

## 2. When these terms apply

Please ensure you read these terms before using our services. By using our services, you are agreeing to these terms. You're also agreeing to our: Terms of use and privacy

The latest version always applies, and we will only make updates if/when we offer a new service, change how we provide a service, or have to comply with a new legal requirement

## 3. What do we mean by "services"

Anything offered by Ted Griffin plumbing and heating Ltd across all the trades we cover (plumbing, heating, gas, drains and bathrooms)

- .Enquiries
- .Estimates
- .project work
- .installations
- .repairs
- .emergency call outs
- .servicing
- .guarantees

## 4. Terminology

For the purpose of these terms and conditions the following words have the following meanings:

- . "us/we/our" refers to Ted Griffin plumbing and heating Ltd
- . "you" refers to you: the customer (the person or organization for whom we agree to carry out work and/or supply materials)

## 5. Hourly rate work

The total charge to you will consist of the cost(s) of:

.Labour (the total amount of time spent by the tradesperson carrying out work) including all reasonable time spent in obtaining non-stocked materials, charged in accordance with our current hourly rates.

.Materials supplied by us (not exceeding the trade purchase price of materials +20% markup)

You will only be charged for the time spent related to your work. All other time, i.e lunch breaks, is non chargeable. All changes are subject to Vat at the prevailing rate, except in cases where the work carried out is zero rated

## 6. Fixed price work

The total charge to you will be given as a firm cost, inclusive of labour and materials, all costs are subject to vat at the prevailing rate.

Where a written estimate has been supplied to you, the total charge outlined in the estimate should not exceed the actual time taken by more than 20% but may be revised in the following circumstances

.if, after submission of the estimate, you instruct us (in writing or verbally) to carry out additional work not referred to in the estimate.

.If after submission of the estimate, there is an increase in the price of materials.

.If after submission of the estimate, it is discovered that further work needs to be carried out which were not anticipated when the estimate was prepared

## 7. Invoices and payment

Upon your agreement for us to carry out estimated or pre booked work, a deposit payment of 50% of the total is payable immediately, we reserve the right to request full payment in advance at our discretion.

Upon completion of work you will be invoiced, for which payment is due on receipt. Ted Griffin plumbing and heating Ltd reserves the right to accrue and charge interest on any part of an invoice which remains unpaid at a rate of 4% over the base rate until payment is received in full.

You accept sole liability to make payment in full, unless you disclose when initially instructing us, to carry out work and/or supply materials that you are acting on behalf of a third party.

## 8. Timekeeping

When the date and/or time for work to be carried out is agreed, we will use reasonable endeavor to ensure that we attend accordingly. We accept no liability in respect of the non-attendance or late attendance on site/ or for the late or non-delivery of materials

We will not be liable for any delay, or for the consequences of any delay, in performing any of our obligations if such a delay is due to any cause beyond our reasonable control, and we will be entitled to a reasonable extension of the time for performing such obligations

## 9. Cancellation

If you need to cancel (or rearrange) your booking, you must notify us (preferably by telephone) by the end of the working day before the scheduled booking, cancellations made further in advance should also be made by telephone with emailed confirmation

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, in accordance with the original instructions

#### 10. Satisfaction

Ted Griffin plumbing and heating Ltd are committed to providing professional, top quality service to every customer, if, after we have carried out the work, you are not wholly satisfied with our service(s) you must provide us with written notice within 12 months. You must allow us and our insurers, the opportunity to both inspect and carry out remedial work where appropriate. If you fail to notify us, as outlined above, then we will not be liable in respect of any defects in the work carried out

#### 11. Guarantee

For your peace of mind we provide a 12 month guarantee on labour carried out, in respect of faulty workmanship only. This is active from the date of completion of work, in addition to any manufacturers warranty/warranties

The guarantee will become null and void if the work/appliance completed/supplied by us is:

- .subject to misuse or negligence

- .repaired, modified or tampered with by anyone other than a Ted Griffin plumbing and heating Ltd employee or sub contractor, we will accept no liability for, or guarantee suitability, materials, supplied by you and will accept no liability for any consequential damage or fault

We will not guarantee any work in respect of:

- .blockages in waste or drainage systems

- .any work undertaken on instruction from you and against the written or verbal advice of any employee or sub contractor of Ted Griffin plumbing and heating Ltd

Work is only guaranteed in respect of work directly undertaken by us and with full payment having been made. Any non-related faults arising from recommended work which has not been undertaken by us will not be guaranteed

Where we agree to carry out work on installations of inferior quality (or over 10 years old) no warranty is given in respect of such work and we accept no liability in respect of the effectiveness of such work or otherwise

12. Liability We will only be liable for rectifying our own guaranteed work, and will not be held responsible for any damage or defects resulting from work not fully guaranteed, or where recommended work has not been carried out, work will not carry a guarantee where third parties have been involved

#### 13. Title to Goods

Goods supplied and delivered by us to you, or your premises, shall remain our property until paid for by you in full, whilst goods remain our property we have the absolute authority to:

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

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

The risk in such goods will pass to you on delivery to you, you must insure them at replacement value, and if asked you must produce evidence that they are properly insured

#### 14. General

These terms and conditions may not be released, discharged, supplemented, interpreted, varied or modified in any manner except by an instrument in writing signed by a duly authorized representative and you. Our terms and conditions will prevail over any terms and conditions used by you or contained, set out or referred to in any documentation sent to us by you. By entering into a contract with us you agree irrevocably to waive the application of any of these terms and conditions

These terms and conditions, and all contracts awarded between us and you, shall be governed and construed in accordance with English law

Ted Griffin Plumbing and heating LTD is a company incorporated in England and Wales with registered number: 10545648

Our registered office and main trading address is, 35 Kelmscott way, north Bersted, po215du

Our registered VAT number is 258971355