

Calefy Heating Solutions Limited

General terms and conditions (As applicable)

1. The client's acceptance of the estimate must be in writing and this will also confirm acceptance of our terms & conditions.
2. No extras to be added to this estimate/quote without the written consent of both the customer and the heating engineer.
3. If additional works are found to be required in order to complete the estimated works, that couldn't have been reasonably foreseen, then these will be quoted separately.
4. Our quote is based on carrying out work during normal working hours without interruption unless otherwise stated.
5. Although the utmost care will be taken with the existing heating and water system, we cannot accept any responsibility and therefore liability, for any faults or inadequacies occurring in the existing retained heating, water or electrical system whilst we are carrying out our work or afterwards, we only take responsibility for our own work, anything existing, the responsibility will remain with the client.
6. The performance of a new mains domestic hot and cold water system will be wholly reliant on the incoming cold water main from the street into your property. If a new cold water main pipe or other means of increasing the flow rate and pressure is required to improve the performance if found to be unsatisfactory, then this will be at an additional cost. We may fit flow balancing valves to hot and cold water outlets if there are starvation problems.
7. Ownership of the goods will not pass to the customer until payment has been made in full.
8. Should there be any electrical power points in the way of new radiators, the client would have to arrange to have them moved or we can arrange for a suitable qualified electrician as an extra cost.
9. Client is to arrange for gas supply and meter to be installed into the property by the gas board/supplier, if not present.
10. Should the existing circulation pump or motorised zone valves that may be retained, fail whilst or after the heating system has been drained down and refilled, we cannot be held responsible and their replacement will be at an extra cost.
11. It is necessary for the chimney flue to be swept with a brush, prior to the commencement of the new installation of a stove. If it is found that it is impossible to drop a new flue liner down the chimney because of a blockage, the additional works which will have to be carried out, this will be at an extra cost.
12. Our estimate/quote is based upon the assumption that the property has normal standard 6" wooden floorboards and not 8' x 4' Chipboard or concrete flooring, unless already noted.
13. Where we have to take up floor coverings and / or floor boards, we will refit the floorboards and lay back down the floor coverings as neatly as possible, if the refitting is required to be to a professional standard, the client will have to make their own arrangements to complete the refitting at their own cost. Whilst we will take care in lifting the floor coverings, if damage is caused by us having to lift them, this will be at the client's own risk. If this isn't acceptable we recommend that the client makes their own arrangements to have the floor coverings taken up and put back down.
14. If any boxing has to be removed to get to pipework/ flues, whilst taking every care to remove them carefully, we can't accept responsibility if it is damaged whilst being removed and / or if it is unable to be put back neatly.
15. This estimate/quote doesn't include for reinstating of boxing, fittings nor decorations unless specifically itemised.
16. If asbestos containing material is discovered during our works that legally requires specialist removal, the cost to carry out this work will be passed on to the client. We will have endeavoured to have located any of this material beforehand but it doesn't resolve the client of the costs if any is discovered afterwards.
17. The client is requested to ensure that an electrical power supply is available, where power is not available, a generator will be supplied at an extra charge.
18. We reserve the right to alter, redesign or vary the materials or schemes specified in the report, if it is found to be required, after consultation and agreement with the client.
19. Any work or part of any work which may prove to be impractical may be excluded from our works and the costs omitted from the final invoice.
20. The client is that person/s, company or corporation which places an order with the company, We are unable to accept instructions on behalf of a third party.
21. It is expressly understood that no contract exists between the company and the client until such time as an order has been placed with the company and this is accepted by the company.
22. **Should we be favoured with your order, we would require a written instruction and our payment requirements are 50% deposit, split in 10% on acceptance and the remaining 40% 2 days prior to the work commencing. The final balance is payable within seven days of completion.**
23. We reserve the right to charge annual interest at 8% lending rate for each day moneys are outstanding. Commercial transactions will be covered by the "Directive 2011/7/EU on combating late payment in commercial transactions".
24. If there are any grievances or complaints, they must be reported promptly in writing so we may quickly deal with them.
25. The final balance payment is payable before grievances can be dealt with if the grievance is not received in writing within the seven-day payment period after completion.
26. **We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise there may be times where our customers may not be completely satisfied. To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction. As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards. By either calling, writing or emailing us. (select which) We aim to respond within 7 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised. (change the number of days to less if you wish) In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted Traders in the first instance on 0117 456 6031.'**
27. Our workmanship guarantee is one year for new work and three months for repair work.
28. Manufacturer's Guarantees, normal and extended, are subject to their terms and conditions, details can be provided or viewed on the relevant manufacturer's website.
29. If problems are experienced because of electrical interference to the heating control cables, then a new protected cable may need to be installed at an additional cost.
30. If in the unlikely event, the gas supply is found not to give the correct working gas pressure at the appliance and / or has a greater pressure loss between the meter and the appliance of 1 millibar, a new gas pipe of a suitable size will have to be run at an extra cost.
31. If there are any issues with the boiler because of a frozen condensate pipe, they will not be covered under the guarantee and will be chargeable.
32. The re-pressurisation of a sealed system isn't covered under guarantee; it is the responsibility of the client to carry this out.
33. Whilst every effort will be made to fit a filter on to the central heating return pipe as recommended, if this is impractical we will, if necessary, fit the filter on to the flow pipe.
34. If a boiler flue terminal is pointing at a neighbour's property and although it complies with the regulations / manufacturer's instructions, if the neighbour complains that it is a nuisance, then the cost of changing the flueing and / or moving the boiler will be at an additional cost.
35. For combination boilers, the stated flow rate are values for industry comparison, the designed operational flow rate may be less.
36. On breakdown calls, if subsequent faults are discovered after the first fault is resolved then these additional faults will be chargeable as we reasonably couldn't have known of these faults until the first one had been resolved and we can follow through the logical working sequence of the boiler / central heating system.
37. The flue draught with any open flued appliance, eg stove, is subject to meteorological conditions, and whilst at the time of a test of the flue draught it is satisfactory, it can be subsequently not satisfactory when meteorological conditions change. Any further works to overcome improper flue draught will be an additional cost.
38. We recommend the customer use a fireguard around a stove, if children are under 14, old person or infirm person are in attendance.