

ASA PLUMBING & HEATING LTD
56 TROWBRIDGE CLOSE
SWINDON
SN2 5BX

Terms & Conditions

Terms & Conditions of Work

This document covers all terms and conditions of Asa Plumbing & Heating conducting work on your property. By accepting an estimate or quote or when paying an invoice from Asa Plumbing & Heating, you are agreeing to all the below conditions of work and terms of service. Please understand that these terms and conditions are in place for the protection of both Asa Plumbing & Heating as an installer and you as the customer during the process of completing work on your property.

Definitions

- **Asa Plumbing & Heating is the trading name for the sole trader Chris Main of 56 Trowbridge Close, Swindon, Wiltshire SN2 5BX and any sub-contractors, bona-fide sub-contractors, contractors, partners, or apprentices working for the company.**
- **Customer/You/Your refers to any individual or business receiving goods or services from Asa Plumbing & Heating**
- **Emergency Work refers to work required at short notice because it affects the function of the plumbed installation in a way that could present a danger to the occupants of the building.**
- **A Quote is a document or figure given to the customer by Asa Plumbing & Heating which states a fixed price for work to take place.**
- **A Scope of Works is a document specifying what work is included in a Quote.**

Payment

1. Accepted methods of payment are Bank Transfer, Cash and Debit/Credit Card, Cheque or Direct Debit

a. Cash payments may be accepted on the day of work but must be to the exact amount on the invoice as no change can be given.

b. Card payments are accepted on the day of work and have a surcharge of 2.5%

2. Payment is expected at the rate of 50% on first working day and the remaining 50% on receipt of invoice on final day of works.

Late payments are subject to a charge of 5% of the final payment balance.

2a. Extras. These are works requested by the customer that fall outside of the original quote. They must be paid for upon completion of the agreed works.

3. We are a V.A.T registered company so V.A.T is added to the bill.

4. For larger jobs, for example where 'first fix' and 'second fix' stages of work are relevant, an agreed payment schedule can be implemented at the discretion of Asa Plumbing & Heating, the specifics of which will be agreed with the customer before work commences. Where a staged payment is arranged, each payment must be paid in full and on time for work to continue.

5. Payment in full for work carried out by Asa Plumbing & Heating indicates work has been completed to the agreed standard.

6. A quote is valid for 30 days after being issued to the potential customer. After this period, it is the customers responsibility to contact Asa Plumbing & Heating to identify any changes to the document.

7. Snagging. On completion date, the customer will have 30 days to report any "snags". Asa Plumbing and Heating will respond and rectify within 30 days of being notified.

Cancellation Charges

If a customer cancels a project within 6 months or over from the start date a charge of £250 is payable, 3 – 6 months £500, 2 weeks to 3 months £700 and within 2 weeks or less it will be £1000. This is to cover any losses to Asa Plumbing & Heating Ltd.

Warranty

Plumbing work completed by Asa Plumbing & Heating is covered by a 12-month warranty. Where Asa Plumbing & Heating has supplied materials or products, we will supply the customer with the details, if needed, of the manufacturer or supplier. Customer supplied materials are not covered by any Asa Plumbing & Heating warranty. The invoice from the work must be presented to claim the warranty. D.I.Y alterations or alterations by other tradesmen to work covered by the warranty will void your cover.

All bathroom sanitaryware and products purchased must be maintained as per manufacturers warranty. General wear and tear or miss-use of cleaning products will not be covered by the warranty.

Working time and charges.

Working hours are charged on an hourly or day rate basis unless, following a site visit, a fixed rate price for the job has been agreed. Normal working hours are 8:00am to 4:00pm Monday to Friday.

All hourly rates exclude the cost of materials and parking fees. Jobs will be charged by time on premises.

Asa Plumbing & Heating holds normal stock and sundry items expected of a plumber. Other nonstock items can be pre-ordered.

Please contact asaplumbingandheating1@gmail.com for more information.

Customer Requirements

Every effort will be made to meet the requirements of the customer, but no absolute guarantee can be given to the date of commencement or completion of work. Asa Plumbing & Heating accepts no responsibility for any delay in the execution of work or inconvenience caused by non-delivery or shortage of materials or other causes beyond the control of Asa Plumbing & Heating.

Position of sanitaryware and all associated bathroom fittings, are to be agreed before work is commenced and any changes to that agreement shall be passed to Asa Plumbing & Heating in writing in sufficient time as not to impede the progress of the work (this can just be a text message!). Any extra

work necessary to meet such changes will be chargeable to the customer in addition to the current price for the work. If the customer places responsibility of placement of accessories to the discretion of Asa Plumbing & Heating, then we will use our best judgement to ensure the most appropriate positioning is used but will not be held responsible for any misjudgement.

It is the customers responsibility to ensure there is easy access to the areas of work, within reason, before work can commence. Failure to provide a clear working space could result in the job being delayed and the costs as such will be at additional cost to the customer.

'Making Good'

Although every care and attention will be taken by Asa Plumbing & Heating whilst carrying out work on your property, we do not accept responsibility, or remain liable, for damage to the property, fixtures, fittings or grounds.

The customer should be aware that any decorative damage left on show due to a change in the originally agreed design of the installation is not the responsibility of Asa Plumbing & Heating.