

Terms & Conditions

T J Plumbing Shefford Limited (TJPS)

1. By accepting this quote, you agree to the full terms and conditions.
2. Payment must be made upon satisfactory completion or within 14 days.
3. All goods remain the property of TJPS until payment is settled in full.
4. Any quote is open for acceptance for a period of 30 days providing the works can be commenced within 90 days. Both periods from the date of quote and thereafter may be subject to revision or withdrawal.
5. The works described in the quote will be guaranteed for a period of twelve months from date of completion against faulty design and workmanship. The materials supplied will be subject to the suppliers or manufacturers guarantees. The customer's Statutory Right in law are not affected by this guarantee. This guarantee does not extend to existing, installed equipment, pipework, or fittings.
6. All work undertaken is insured to the sum of £5 million pounds.
7. If customers are to supply their own goods, then TJPS will take no responsibility for faulty items.
8. It is the responsibility of the customer to ensure that all children and pets are kept away from the areas in which we are working for Health and Safety reasons.
9. Whilst all reasonable care will be taken during the execution of the works, no responsibility can be accepted for any faults or failures that may occur to existing pipework, fittings, equipment, etc. due to disturbance caused by the proposed works.
10. If, during the execution of the proposed works it is necessary to gain access into floors below fitted carpets, these will be lifted by us and laid back on completion. No re-stretching or fixing has been allowed for unless specified. For floors covered with thermoplastic tiles, vinyl sheet covering, cork tiles or laminate flooring, no allowance has been made for reinstatement unless specified.
11. During the execution of the proposed works, it may be necessary to isolate various water, gas & electrical services. This will be advised in good time and the period of isolation will be as short as possible.
12. Whilst all holes formed during the execution of the proposed works will be made good on completion, no allowance has been made for re-instatement of decorations. Whilst every effort will be made, we cannot guarantee to match existing brickwork where boiler flue terminals have been removed.
13. No allowance has been made for casing in of pipe work or painting/decorating of the new works.
14. It has been assumed that unrestricted access to all relevant parts of the property will be afforded to us during the works. Any delays caused by restricted access not notified at the time of survey may be subject to an extra charge and/or delay in completion.
15. Where other trades are involved in the works and these trades are not under our control any delays that may be caused to our progress by these trades may be subject to an extra charge and/or delay in completion.
16. As far as is possible, the works will be carried out in one continuous visit. Extra visits at the request of the customer or caused by circumstances beyond our control may be subject to a surcharge and may affect completion date.
17. Any additional works that the customers requires to be carried out whilst the specified works are being executed may be charged at extra cost. An indication of such cost will be given and the customer's agreement to same will be obtained before the additional works proceed.
18. Terms of payment are given on the quote for the works and it is a condition of acceptance that these be adhered to. We reserve the right to charge interest at the rate of 3% above NatWest Bank plc's current base rate per month on overdue accounts.
19. Any incidents where asbestos is suspected will result in work temporarily ceasing until the involved material is confirmed safe or removed by specialists. Any associated costs related to the

identification of suspected asbestos shall be the responsibility of the homeowner. This is in line with UK regulations and law.

20. Prior to commencement of work involving gas appliances, the existing gas supply may be subject to a test of soundness to check for compliance with Gas Safety Regulations. In this event, any faults found will be advised to the customers and any rectification works required may be subject to additional charges.
21. Any quote will be based on a non-intrusive survey of the property and, as such, it is assumed that any existing systems that we connect to are in good condition and in working order. Should we find, during the works, any faults with the existing systems then we reserve the right to make a charge for correcting same.
22. Should the works include a power flush of the existing heating system, it must be pointed out that, whilst this treatment is generally harmless, depending on the condition of the existing components the process may uncover weaknesses in the system. Should any such problems be encountered then any rectification works required may be charged at extra cost. In this event, the customer may be asked to sign a waiver confirming this point.
23. Should the works include a new combination heating boiler unit connected to an existing heating system, the customer should be aware that the higher pressures used by this type of boiler may find weaknesses in the existing system. Any repairs required in this respect are not included in this quote. The customer may be asked to sign a waiver confirming this point.
24. If the proposed works are being carried out in a leasehold property it is the sole responsibility of the customer to ensure that all necessary permissions have been obtained in writing from the landlords/managing agents. We accept no responsibility whatever for any works carried out without the necessary permissions.
25. Guarantee and Gas Safe registrations for boilers will be completed upon receipt of final payment.