

LV Plumbing & Gas Ltd

Boiler & Central Heating Installation – Terms & Conditions

Business: LV Plumbing & Gas Ltd

Email: lvheating2020@gmail.com

1. Agreement

These Terms and Conditions apply to the purchase, supply and installation of boilers, central-heating systems, heating appliances and associated plumbing and heating works carried out by LV Plumbing & Gas Ltd (“the Company”) at the Customer’s property.

By accepting our quotation and/or paying a deposit towards the works, the Customer agrees to these Terms and Conditions.

2. Quotation

All quotations are based on the information available to us at the time of quotation and on the agreed scope of works.

The quotation will normally include details of the boiler/appliance, materials, labour and works included.

Unless specifically stated otherwise, the quotation does not include additional works that could not reasonably be identified before installation.

Quotations are valid for the period stated on the quotation. If no validity period is stated, the quotation is valid for 30 days.

3. Deposit and Payment

A deposit may be required before materials are ordered or an installation date is confirmed. The remaining balance is payable upon completion of the agreed works, unless alternative payment terms have been agreed in writing.

Payment may be made by the methods accepted by LV Plumbing & Gas Ltd.

The Company reserves the right to suspend or delay works where agreed payments have not been made.

4. Installation Works

The Company will carry out the installation in accordance with the agreed quotation and, where applicable, the manufacturer's installation requirements and relevant regulations and standards.

Every reasonable effort will be made to protect the Customer's property during the works.

However, the Customer acknowledges that reasonable access, drilling, cutting, lifting and disturbance may be necessary to complete the installation.

The Company will leave the working area reasonably clean and tidy upon completion. Minor dust, debris or marks associated with installation work may remain.

5. Existing Heating Systems

Where existing boilers, pipework, radiators, controls or other components are being retained, the

Company cannot guarantee their future performance. If an existing component fails following installation of the new system, where that component was not part of the agreed works, any additional repair or replacement will be chargeable.

The Company is not responsible for pre-existing defects, concealed damage, unsuitable pipework or faults that could not reasonably have been identified before works commenced.

6. Unforeseen Works

If additional work is discovered during installation that is reasonably necessary to complete the installation safely or in accordance with applicable regulations, the Customer will be informed wherever reasonably possible.

Additional works will not normally be carried out without the Customer's agreement where a separate charge applies.

Where urgent work is required for safety reasons, the Company may take reasonable steps to make the installation safe before discussing the remaining works with the Customer.

7. Changes to the Installation

Any changes requested by the Customer after acceptance of the quotation may result in additional costs and/or delays.

Where possible, the Company will provide the Customer with the additional cost before carrying out the requested change.

Changes may include alterations to boiler location, pipework, controls, radiators, flue arrangements, electrical requirements, boxing-in or decorative finishes.

8. Customer Responsibilities

The Customer is responsible for:

- * Providing safe and reasonable access to the property and the areas where work is being carried out.
- * Removing personal belongings or valuables from the immediate working area.
- * Informing the Company of any known issues affecting the property, including asbestos, structural problems, concealed services or previous building works.
- * Ensuring that the Company has access to electricity, water and other services reasonably required to carry out the installation.
- * Obtaining any permissions that are the Customer's responsibility, including landlord or freeholder permission where applicable.

9. Gas, Electrical and Safety Requirements

All gas-related works will be carried out by appropriately qualified personnel.

The Company may refuse to connect or commission an appliance where the existing gas, electrical, flue, ventilation, chimney or heating installation is considered unsafe or unsuitable.

Where additional remedial work is required to make an installation safe or compliant, this may be charged separately unless it was specifically included in the original quotation.

10. Boiler and Manufacturer Warranty

Where applicable, the boiler and other appliances will be supplied with the manufacturer's warranty.

The manufacturer's warranty is subject to the manufacturer's terms and conditions and may require registration, servicing and/or other conditions to be met. The Company does not provide a manufacturer's warranty itself unless expressly stated in writing.

The Company will provide reasonable assistance with warranty issues, but the Customer remains responsible for complying with the manufacturer's warranty requirements.

11. Workmanship

LV Plumbing & Gas Ltd will carry out installation work with reasonable care and skill. Where a fault is caused by defective workmanship by the Company and is reported within a reasonable period, the Company will take appropriate steps to investigate and, where applicable, rectify the issue.

This does not cover faults caused by misuse, accidental damage, third-party work, alterations carried out after installation, lack of maintenance, freezing, water quality, power issues or failure of existing components.

12. Completion and Commissioning

Upon completion, the Company will commission the relevant heating system/appliance in accordance to the manufacturer's requirements and applicable regulations.

Where applicable, the Customer will be provided with relevant documentation, instructions and warranty information.

The Customer should familiarise themselves with the operation of the new system and follow the manufacturer's operating and maintenance instructions.

13. Delays

The Company will make reasonable efforts to complete the works on the agreed date. However, installation dates may be affected by circumstances outside the Company's reasonable control, including delays in the supply of materials or appliances, manufacturer delays, unforeseen works, adverse weather, access problems or other circumstances beyond the Company's control.

The Company will endeavour to notify the Customer of significant delays as soon as reasonably Practicable.

14. Cancellation

Where the Customer is a consumer and the contract is agreed away from the Company's business premises or online/by telephone, statutory cancellation rights may apply.

Where the Customer requests that work begins during any applicable cancellation period, the Customer may be required to expressly request this.

If the Customer cancels after materials have been specially ordered or work has commenced, the Company may be entitled to recover reasonable costs incurred, subject to applicable consumer law.

Nothing in these Terms and Conditions removes or restricts any statutory rights the Customer has under applicable UK consumer legislation.

15. Property Damage

The Company will take reasonable care when working within the Customer's property.

The Company will not be responsible for damage arising from concealed or defective structures, existing pipework, wiring, plasterwork, flooring or other materials where such damage could not reasonably have been anticipated.

Any damage caused directly by the Company's negligence will be dealt with appropriately.

16. Ownership of Goods

Where goods or equipment remain unpaid for, ownership of those goods may remain with LV Plumbing & Gas Ltd to the extent permitted by law.

The Customer must not sell, remove or otherwise dispose of unpaid goods belonging to the Company.

17. Maintenance and Servicing

The Customer is responsible for arranging any servicing required to maintain the boiler and heating system and, where applicable, to maintain the manufacturer's warranty.

The Company may offer servicing and maintenance plans separately.

18. Complaints

If the Customer has any concerns regarding the works, they should contact LV Plumbing & Gas Ltd as soon as reasonably possible.

The Company will investigate genuine complaints and will endeavour to resolve issues fairly and promptly. Customers should provide reasonable access to allow the Company to inspect and, where appropriate, rectify any issue.

19. Limitation of Liability

Nothing in these Terms and Conditions excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any consumer rights that cannot legally be excluded.

Subject to the above, the Company will not be responsible for indirect or consequential losses arising from circumstances outside the Company's reasonable control.

20. Consumer Rights

These Terms and Conditions are intended to operate alongside, and not replace, the Customer's statutory rights. Nothing in these Terms and Conditions is intended to exclude or restrict rights provided to consumers by applicable UK law.

21. Acceptance

By signing the quotation, approving the quotation electronically, paying a deposit, or instructing LV Plumbing & Gas Ltd to commence the works, the Customer confirms that they have had the opportunity to read and understand these Terms and Conditions and agree to them.

Customer Name: _____

Property Address: _____

Quotation Number: _____

Customer Signature: _____

Date: _____

LV Plumbing & Gas Ltd Representative: _____

Date: _____

LV Plumbing & Gas LTD, registered in England and Wales, company number 15232455. Registered Office, 1 Cedar Street, Cwmgwrach, Neath, SA11 5PF. LV Plumbing & Gas LTD, is an Introducer Appointed Representative of Shermin Finance Limited, FRN 727594, company number 1276121. Registered Office, Homeserve, Cable Drive, Walsall, WS2 7BN. Shermin Finance Limited act as a credit broker and is not a lender. Credit is subject to status and affordability.