

# FLARE

## *Plumbing and Heating*

1. Whilst all reasonable care will be taken during the execution of the works, Flare plumbing and heating accept no responsibility for any faults or failures that may occur to existing pipework, fittings, equipment etc due to disturbance caused by the proposed works.
2. Our estimate assumes that any existing systems we connect to are in good condition and working order. Should the Customer fail to mention any relevant facts relating to the existing installation or that we find any faults within the existing system during the course of the works then we reserve the right to correct same and charge accordingly.
3. Unless specifically quoted for there is no allowance for making good or reinstating existing floor coverings has been allowed for should there be a requirement to gain access under floors in order to complete our works.
4. No allowance for casing in of pipework or painting/decorating of new works has been allowed. Reinstatement of decorations disturbed as a result of the works has not been allowed for.
5. Ownership and title to any goods supplied by Flare plumbing and heating whether fixed or unfixed shall not pass to the Customer until payment in full has been received. Until such time as title in said goods has passed to the Customer Flare plumbing and heating reserve the right to recover and take repossession of said goods.
6. The works will be guaranteed against faulty workmanship for a period of twelve months from date of completion and once payment in full has been made. The materials supplied by Flare plumbing and heating will be subject to the suppliers/manufacturers guarantee. This guarantee does not extend to existing pipework, installed equipment, pipework or fittings and will only remain valid as long as the completed works are not modified or interfered with in anyway.
7. Any items or materials supplied by the Customer or others for inclusion in our works will be unpacked and inspected in the presence of the Customer. Any faults found will be pointed out to the Customer whose responsibility it will be to obtain replacement items. Any delays caused as a result of defective items may be chargeable and affect the completion date of the works.
8. Any additional works that the Customer requires to be carried out will be priced accordingly and the Customers agreement to same will be obtained before the additional works commence.
9. The estimate does not allow for the removal of any dangerous waste materials such as asbestos found when carrying out the works
10. Prior to commencement of work involving gas appliances the existing gas supply will be subject to a soundness test to check for compliance with Gas safety Regulations. Any faults found will be advised to the Customer and any rectification works required may be subject to additional charges.
11. Should the works include a powerflush of the existing heating system, we are obliged to point out that depending on the condition of the existing components the process could uncover weaknesses in the system. Should any such problems be encountered then any rectification works required may be charged at extra cost. The customer will be requested to sign a waiver confirming this point.
12. 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

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used by this type of boiler may find weaknesses in the existing system. Any repairs required in respect of this are not included within the estimate. The customer will be requested to sign a waiver confirming this point.

13. Time related work: Where work requires this to be valued and calculated on an hourly rate the Customer will be charged at the following between the hours 7.30am to 6.00pm Monday to Friday: £70 for the first hour; £35 per half hour thereafter plus cost of materials supplied. Hours will be rounded up to the nearest full hour. A premium of +25% will apply for out of hours or weekend working.
14. No allowance has been made for out of hours working unless specified or to suit our own requirements
15. In the event of the Customer cancelling their instructions to proceed, the Customer will be liable for the reimbursement of any materials supplied that were intended for inclusion within the works.
16. If the proposed works are being carried out in a leasehold property or on behalf of a third party it is the sole responsibility of the Customer to ensure that all necessary permissions and acceptance of costs have been obtained in writing before any work commences.
17. Invoices are due for payment within 7 days upon delivery to the Customer. If any invoice or part of remains unpaid then we reserve the right to charge interest at 5% over and above the current base rate until payment is received in full. In addition we reserve the right to take whatever legal action may be necessary to secure payment for the works carried out together with materials supplied, either fixed or unfixed.
18. Acceptance of the estimate confirms acceptance of these conditions