

## Please see our standard trading terms below for One Stop Boilers:

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**1.Quotations** - All prices quoted are on the basis of honest answers being provided on our website or other channels of communications we use with follow up images required to fix any boiler quotation given.

**2.Booking a repair** - In the event your boiler or system is deemed immediately dangerous or cannot be repaired in 1 visit you agree to pay our minimum cost of £79+vat which was pre agreed with you before booking the visit. (Video, images and reports will be provided on all occasions as evidence of issues found)

**3.Booking a service** - In the event your boiler or system is deemed immediately dangerous or cannot be serviced you agree to pay our minimum cost of £79+vat which was pre agreed with you before booking the visit. (A Video, images and reports will be provided on all occasions as evidence of issues found)

**4.Booking a boiler installation** - We take a minimum of 50% deposit on all occasions when booking a boiler or central heating installation with the remainder due on the day of the works completion by 06.00pm as pre agreed. We reserve the right to charge a late payment fee of £25 per day after 1 working day.

### 5.Payments

All payments are to be made the same day the work was completed unless otherwise agreed in writing prior to the visit.

**6.Nonpayment & Late Payments** - Where an invoice has been unpaid for longer than 2 working days without communication from you, then a reminder invoice will be sent 7 times over the next 7 working days. No further reminders will be sent, and the invoice will be passed to a debt recovery agency without further communications from OneStop and their costs will be payable by you.

### 7.Warranties

·New boilers - All new boilers come with a warranty from 5 years to 12 years parts and labour warranty subject to annual service paid for by yourself. The exact length of your warranty would be made clear to you up on booking your new boiler installation.

·Boiler Repairs - All new parts fitted by us come with a 1-year parts and labour warranty. Under no circumstances is any other part of the boiler or central heating covered under warranty by us.

·Boiler Service - Generally a boiler service is for a fully working boiler for both heating and hot water and no warranty is provided for a boiler service in anyway.

**8. Labour & Fittings** - We provide 1 year warranty on any work or parts fitted by us ie (thermostats, pipework, valves, pumps and labour)

**9. Voiding a warranty** - If a part is proven to of failed with in the 1-year warranty provided by OneStop for errors due to system quality from either sludge, scale or gas shale we will not honor the warranty and the cost to replace such parts and labour would be payable by you including our call out fee of £79+vat.

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**10. Cancellations for Landlords or homeowners on pre booked visits including tenanted properties** - Where a landlord or homeowner has pre booked and confirmed an appointment and the tenant or owner becomes unavailable on the day of the appointment due to no fault of OneStop then our full call out fee of £79+vat will be payable to cover our engineers visit.

**11. Free Parking** - Parking must be provided free of charge or paid for by yourself. If a permit is required, then this must be provided prior to our visit and paid for by yourself. If we cannot park on a Pre booked appointment due to OneStop not being provided with a permit, then our call out fee of £79+vat will be payable by you.

**12. Condemned appliances** - Where an appliance is condemned due to an immediate danger to life or property scenario our fee will still be payable for our visit and engineers time. Reasons for condemning an appliance can be found in the gas safety installation and use regulations and gas industry unsafe situations procedure online.

13. Acceptance of our quotation confirms your acceptance of these conditions.

14. Our quotation is valid for a period of 30 days after which time we reserve the right to review and amend our prices: subject to any, at present, unforeseen increases.

15. Whilst we strive to ensure our quotations are 100% accurate, mistakes can happen including typing errors and arithmetical omissions. In the unlikely event that a mistake is discovered we reserve the right to withdraw our quotation pending its review, and, if necessary, revision.

16. Our quotation is based upon a non-intrusive survey of the property and as such it is assumed that any existing systems we connect to are in good condition and working order.

17. Should we find any faults with existing systems not covered by the scope of these works or should the client fail to mention any relevant facts relating to the existing installation, we reserve the right to make an extra charge for correcting as necessary.

18. 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 works, unless proved to be caused by our negligence.

19. If it is necessary to gain access beneath floors, the removal of fitted carpets or other floor coverings and subsequent refitting is not covered in this quotation. However, in most cases our engineers will do this for you if asked on the strict understanding that we are not responsible in the event of any unavoidable damage caused, unless proved to be caused by our negligence. We are unable to re-stretch fitted carpets.

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20.No allowance has been made for the clearing of cupboards, moving of furniture and personal effects to facilitate the work. However, our engineers may do this if asked on the strict understanding that we are not liable in the event of any unavoidable damage.

21.During the proposed works it may be necessary to isolate various water, gas and electrical services. These will be advised in good time and the period of isolation will be as short as possible.

22.Our quotation allows for all necessary builders work in making good to holes created by us or patching up holes left from previous installation. No allowance has been made for redecoration.

23.Where making good to walls, e.g., where a boiler flue terminal has been removed, we shall endeavor to match existing brickwork as close as possible, but this cannot be guaranteed.

24.Unless specified no allowance has been made for boxing in of pipework.

25.It is assumed that unrestricted access to all relevant areas of the property will be available to us throughout the course of the works. Any delays caused by restricted access, not notified at the time of the survey, may be subject to an extra charge and may delay completion.

26.It is the responsibility of the client to ensure that all children and pets are kept away from the areas in which we are working at all times.

27.Where other trades, not under our control, are also working on-site, any delays that may be caused to our progress by these trades may delay completion and may be subject to extra charge.

28.Unless specified we expect the work to be carried out in one continuous visit. Extra visits requested by the client or those caused by circumstances beyond our control will be subject to an extra charge and may affect the completion date.

29.Prices are based on normal working hours (weekdays 8am to 5pm). No allowance has been made for 'out of hours' working unless specified or to suit our own requirements.

30.All dates or times given for the start of, or duration of the works are given in good faith based on the information gained during the survey and our current workload commitments. These times may be varied, however, due to unforeseen circumstances such as illness. No liability will be accepted if it is not possible to meet the client's timescales. We will always endeavor to complete the works in a reasonable time.

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31. Any items or materials supplied by the client, or others, for our fixing will be unpacked and inspected in the presence of the client and any faults will be pointed out to the client whose responsibility it will be to obtain replacement items. Any delays caused by such faulty or damaged items may be chargeable and may result in our withdrawal from the site or affect the completion date of the works.

32. Any additional work requested by the client whilst the specified works are being executed shall be charged at extra cost and may affect the completion date.

33. This quotation does not include the isolation and removal of any dangerous materials such as Asbestos. Should any be uncovered in the course of the works, dealing with this would be subject to an extra charge.

34. Prior to the commencement of work involving gas appliances the existing gas supply will be subject to a soundness test to check for compliance with the gas safety regulations. Any faults found will be advised by the client and any rectification works required may be subject to an additional charge.

35. Should the works include a power flush of the existing heating system, please note that whilst the process is generally harmless it may uncover existing weaknesses. Should such problems be encountered, then any rectification works required would be charged at extra cost.

36. Should the works include conversion to a pressurised sealed system the client should be aware that this may find weaknesses in the existing system. Any repairs required in this respect are not included.

37. If the proposed works are being carried out in a leasehold property it is the sole responsibility of the client to ensure that all necessary permissions have been obtained in writing from the landlords/managing agents. We accept no responsibility whatsoever for any works carried out without the necessary permissions. We can furnish details of proposed works, if so required, at possible extra cost.

38. Our quotation includes the removal of all waste, scrap, and redundant material associated with the job and the safe, legal, and environmentally responsible disposal of the same. The value of any scrap has been taken into account.

39. Ownership of any materials, whether fixed or unfixed, shall not pass to the client until payment in full has been received. We reserve the right to take whatever legal action may be necessary to secure payment.

40. Documentation such as building regulations certificates, Gas Safe or OFTEC certificates, manuals, etc. shall not be handed over until full payment has been received.

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41. Our terms of payment are stated on our quotation and acceptance of same confirms your agreement that these be adhered to. We reserve the right to charge interest at the rate of 5% above Barclays Bank's standard base rate, plus administration and late payment fees on overdue accounts.

42. We provide a twelve-month guarantee on materials we have supplied and our workmanship. In addition, some manufacturers e.g. boilers, have their own additional extended warranty. This does not affect your rights under the Consumer Rights Act or any other consumer legislation.

43. It is assumed toilet and handwashing facilities will be provided for the duration of the works.

44. Our quotation assumes the free provision of electricity, lighting, water, and fuel (Oil, Gas or LPG) throughout the duration of the works.

45. Where a client changes the specification of materials and our suppliers charge for the return and restocking of goods, we reserve the right to pass on these costs to the client.

46. Should the job be canceled by the client, any materials that have been specially ordered into stock for that job would be returned to the supplier if we cannot re-use them on another job, and any resulting re-stocking or other associated charges incurred would be passed to the client. Should the supplier not accept their return, the client would be responsible for the full cost of the item.