

**PETERBOROUGH BOILER SERVICES LTD**  
**TERMS AND CONDITIONS OF QUOTATION.**

1. Acceptance of our quotation confirms your acceptance of these conditions.
2. 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.
3. 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.
4. 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. 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.
5. Where deposit payments are taken of £500 or more by Credit Card for a contract less than £30,000 If you pay by Credit Card your deposit should be protected under Section 75 of the Consumer Credit Act. If you choose not to pay by Credit Card your Deposit may not be protected. (a small deposit taken on a credit card will protect the whole amount).
6. 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.
7. 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.
8. 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.
9. 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.
10. Our quotation allows for all necessary builders work and making good to holes, etc. No allowance has been made for redecoration.
11. Where making good to walls, e.g., where a boiler flue terminal has been removed, we shall endeavour to match existing brickwork as well as possible but this cannot be guaranteed.
12. Unless specified no allowance has been made for boxing in of pipework.
13. 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 survey, may be subject to extra charge and may delay completion.
14. 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.
15. 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.
16. 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 extra charge and may affect the completion date.
17. 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.
18. 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 endeavour to complete the works in a reasonable time.
19. 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 maybe chargeable, may result in our withdrawing from site and may affect the completion date of the works.
20. Any additional work requested by the client whilst the specified works are being executed shall be charged at extra cost and may effect the completion date.
21. This quotation does not include for 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.
22. 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 the client and any rectification works required may be subject to additional charge.
23. 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.
24. 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.
25. 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.
26. Our quotation includes for the removal of all waste, scrap and redundant material associated with the job and the safe, legal and environmentally responsible disposal of same. The value of any scrap has been taken into account.
27. 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.
28. Documentation such as building regulations certificates, Gas Safe or OFTEC certificates, manuals, etc. shall not be handed over until full payment has been received.
29. 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 standard base rate, plus administration and late payment fees on overdue accounts.
30. 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.
31. It is assumed toilet and hand washing facilities will be provided for the duration of the works.
32. Our quotation assumes the free provision of electricity, lighting, water and fuel (Oil, Gas or LPG) throughout duration of the works.
33. 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.
34. Should the job be cancelled 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 same

35. Where we are unable to resolve a complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on **0117 456 6031**.

## Complaints Policy

### COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

### Our Procedure

Either call us on; 01733 312586

Or write to us at;

Peterborough Boiler Services Ltd

Unit 1 Woodston Business Centre

Shrewsbury Avenue

Woodston

Peterborough

PE2 7EF

(please request proof of receipt if posting)

Or email us; [info@pbs-heating.co.uk](mailto:info@pbs-heating.co.uk)

We aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on **0117 456 6031**