



Your Installation Terms and Conditions

ABOUT ME: I am Graeme Saunders, sole trader t/a Your Installation. VAT No. 350 1079 36.

I have tried to keep my Terms & Conditions as simple as possible. I rely on trusting relationships with my customers. My aim is to provide a good experience from my services.

TERMS:

I, me, my = Your Installation

Customer = you

QUOTE:

- The Quote is valid for 30 days from the date it is emailed to the customer.
- The Quote is accepted once the customer pays the non-refundable booking fee of £100.00 excluding VAT. (£120.00 including VAT)
- Any changes that need to be made to the original Quote, either due to material or furniture price increase, or by the customer or by me – following a discussion, the Quote will be revised and re-sent to the customer.
- Any additional labour and/or materials not mentioned on the original quote, a new Quote will be created and sent to the customer.
- All design, plans and pictures I supply are only a visual representation of the finish product. They are not intended to be, nor are they, an exact likeness.

PAYMENTS:

- All prices include VAT at 20%. (Any Government VAT rate changes will be changed on your quote and invoice accordingly.)
- Payments can be made by Bank Transfer (BACs), Debit Card or Credit Card.
 - If you pay by Credit Card your payment should be protected under Section 75 of the Consumer Credit Act.
 - If you choose not to pay by Credit Card your payment may not be protected.
 - Maximum amount that can be taken by Debit Card and Credit Card is £2,000.00.
- A non-refundable booking fee of £100.00 excluding VAT (£120.00 including VAT) is to be paid when the Quote is accepted and a start date is agreed. This covers all initial admin costs and locks in your start date.
 - I recommend you pay the booking fee by Credit card. If you pay by Credit Card your payment should be protected under Section 75 of the Consumer Credit Act.
- Deposit amount/s and due date/s will be communicated with you.
- The initial deposit amount will be due 14 working days before the agreed start date – unless otherwise stated for cases where materials or furniture take longer than 14 days to be ordered and delivered.
- Further deposits may be requested dependant on, but not limited to, additional works and length of the contract.
- The booking fee and any deposit amounts paid are removed from the final invoice.
- Final invoice balance is due upon customer satisfactory completion.



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- The final invoice balance is due within 24 hours of confirmed customer satisfaction. Invoices outstanding after 48 hours are deemed overdue and I reserve the right to charge a daily rate of £75.00 excluding VAT (£90.00 including VAT) on the outstanding balance.

POSTPONEMENT OF WORKS:

- Postponement to be supplied in writing at least 2 weeks before the agreed start date. Any deposits paid (minus the booking fee) will be held until a new start date is agreed.

CANCELLATION OF WORKS:

- Cancellation to be supplied in writing at least 2 weeks before the agreed start date. Any deposits paid (minus the booking fee) will be refunded back to the Customer, minus any supplier restocking charges and 25% of the total cost of the Quote.
- Cancellations made within 2 weeks of the agreed start date – The booking fee and any deposit amounts paid are non-refundable.

SUPPLY OF MATERIALS BY YOUR INSTALLATION:

- The price of the materials is correct as of the date of the Quote.
- Any material cost rise between the date of the Quote and the agreed start date will be noted to the customer, then the Quote will be revised and sent to the customer.
- I will organise and replace any materials that are faulty or damaged.
- If the replacements turn up after the job timescale has finished, I will arrange a date agreeable with the customer to complete at no extra costs labour costs to the customer.

SUPPLY OF MATERIALS BY CUSTOMER:

- I cannot confirm or comment if customer supplied items will fit before installation.
- I cannot put any type of guarantee on customer supplied materials.
- The customer is to check all items, before installation starts, for correct product, quantity, and damage.
- The customer will organise and replace any items that are faulty or damaged.
- If the replacements turn up after the job timescale has finished, I will arrange a date agreeable with the customer to complete, at the cost of a day's labour plus VAT, per day, that it takes to complete the works. This amount will be added to a new invoice.

ADDITIONAL LABOUR AND MATERIALS:

- Additional labour and/or materials needed, that are not mentioned on the original Quote, but are either required by the customer or stop me from completing the original works, will be discussed, and agreed with the customer before being carried out.
- A new Quote for these additional labour and/or materials will be created and sent to the customer.

LIABILITY:

- I will not accept any liability for loss, damage, or theft of any customer property unless confirmed caused by my negligence.



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CUSTOMER OBLIGATIONS:

- The customer shall cooperate by arranging access at dates/times agreed and by supplying such information reasonably requested.
- All areas where I will be working are to be cleared of all personal items and belongings before work is to commence.
- I may need to access to the roof space, in instances where I need access to your water tanks or for installing extractor fans, pipework or ceiling lighting. It is the customers responsibility to ensure such access is clear and safe for me to enter.
 - In the event you are unable to achieve this I will do so on your behalf. This clearance work is charged at an hourly rate for £30.00 excluding VAT (£36.00 including VAT)
 - A new Quote for this charge will be created and sent to the customer.

YOUR INSTALLATION OBLIGATIONS:

- I will manage and perform the installation with reasonable skill and care, and accepts responsibility for the standard of workmanship and condition of tools and equipment.
- I hold an up-to-date Public Liability insurance.

WASTE REMOVAL:

- I will remove all waste from the property at a charge. This charge is based on the predicted amount of waste for the works to be carried out. This charge will show in the Quote.
- The Customer can choose to dispose of the waste themselves and the cost of waste removal will be removed from the Quote.

RIGHT to SUB-CONTRACT:

- From certain projects I may need to sub-contract part of the works, these include, but not limited to: a Gas Safe engineer, an Electrician or a Plasterer.
- My sub-contractors are chosen very carefully for their skills and knowledge of their trade. I enjoy longstanding relationships with all my sub-contractors.
- Sub-contractors are to be paid direct from the customer.

WARRANTY:

- I will provide a 12-month guarantee to cover workmanship and installation defects. This is in addition to manufacturer's warranty on the goods.
- In the unlikely event you experience any product or workmanship related problem after the installation you MUST contact me first. Failure to do so will invalidate the warranty. For the avoidance of doubt, I will not be liable for any third-party costs.
- Within 3 months of the completion date, any issues that arise from works carried out by me, will be rectified free of charge.
- After 3 months from the completion date, any issues that arise from works carried out by me, will be rectified at a charge to the customer.
- This does not affect your Statutory rights under the Consumer Rights Act or any consumer legislation.

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GOVERNING LAW & JURISDICTION:

- These Terms and Conditions shall be governed by and construed exclusively in accordance with the law of England.

DATA PROTECTION:

- I respect your privacy and comply with the Data Protection Act 1998. I will not disclose or pass personal details of customers to any third party.