

 Tel: 01388 527006

Mob: 07970 482241

**Terms and Conditions**

Any work carried out by Jonathan Elliott Ltd will become null & void if the work completed is subject to misuse or negligence. It shall also be null & void if repaired, modified or tampered with by anyone other than an engineer from Jonathan Elliott Ltd.

Jonathan Elliott Ltd will accept no liability for or guarantee suitability for materials supplied by the client and will accept no liability for any consequential damage or fault. Jonathan Elliott Ltd reserve the right to charge for any additional time incurred at our standard hourly rate.

All materials supplied and installed will remain the property of Jonathan Elliott Ltd until payment is received in full for the agreed sum or money charged for works undertaken.

Work is guaranteed only in respect of work directly undertaken by Jonathan Elliott Ltd and payment in full has been made. Any non-related faults arising from recommended work which has not be undertaken by Jonathan Elliott Ltd will not be guaranteed.

Where Jonathan Elliott Ltd agrees to carry out works we cannot take responsibility for your existing Heating System and Pipework and accept no liability in respect of the effectiveness of such works or otherwise.

Jonathan Elliott Ltd shall only be liable for rectifying works completed by Jonathan Elliott Ltd and shall not be held responsible for ensuring damage or claims resulting in this or other works overlooked, or subsequently requested and not undertaken at that time.

Although Jonathan Elliott Ltd accepts employer’s liability for its employees and for sub-contractors, the customer is under a duty as owner or occupier of the site to take reasonable steps to ensure the ordinary safety and security of the site and other belongings which may be exposed to damage if not removed from the area. Client must advise Jonathan Elliott Ltd of any circumstance which might affect Health & Safety. A copy of our Health & Safety Policy can be provided on request.

Jonathan Elliott Ltd will ensure the area of work is left in a safe and reasonably clean and tidy condition.

All guarantees will be registered on the client’s behalf once payment is received in full for the parts and materials used.

 Quotations:

Quotations issued are a fixed cost (unforeseen circumstances exempt) include Labour and Materials and are charged at the current VAT rate at the date of invoice.

A deposit between 25-50% is required on the overall price on acceptance of the quotation prior to the commencement of the work. Remaining payment is due on completion of works, unless agreed otherwise by Jonathan Elliott Ltd at the time of proceeding with any quotation issued.

Where a quotation is provided every effort will be made to supply the quantity, quality and description of the goods supplied and any specification for them shall be as set out in the quotation.

Quotations are valid for a period of 30 days from date of issue and any price increase on materials will be accounted for on final invoice.

Payment:

The customer is not entitled to withhold payment in full by reason of minor defects which can be remedied under a snagging procedure. Jonathan Elliott Ltd will rectify these within a reasonable time of notification taking into account the obtaining of any necessary replacement parts. This does not affect your statutory rights.

Where appointments are cancelled with less that 24hours notice or if we arrive at an appointment (as agreed) and are unable to access the property then an aborted call-out fee may be charged. This will be at the discretion of Heating Company and will be charged (at minimum) half of our hourly rate or (at maximum) the current call-out fee. All rates are non-negotiable.

All payments are to be made by Cash, Credit or Debit Card, Cheque or BACS payment on completion of the work. For BACS payment details, please contact Jonathan Elliott Ltd on 01388 527006