

Terms and Conditions

1. Working Hours

The Customer shall give access within Top Ten Plumbers usual working hours. In the event of this not being given and overtime worked at the customer's request, the extra cost will be chargeable in addition to any quoted price.

2. Programme of Work

Every effort will be made to meet the requirements of the customer but no guarantee can be given of the date of commencement or the date of completion of any work. Top Ten Plumbers cannot be held liable for any delay in the execution of the work, or damage or inconvenience caused due to labour disputes, fire, accident, non-delivery or shortage of materials or other causes beyond the control of Top Ten Plumbers.

3. Making Good etc.

Whilst every care will be taken by Top Ten Plumbers, it accepts no responsibility for any damage to any plaster work, flooring, etc, necessarily consequent upon the execution of the work unless specifically provided for in this quotation. Cuts or holes made to allow for equipment will be made good but not permanently finished or decorated. Floor boards will be replaced but special flooring will not be permanently re-fixed.

4. Water Heating

Quotations for water heating installations are based on the assumption that the existing plumbing system is in satisfactory condition. No responsibility is accepted for defects arising in water tanks, pipes etc during or subsequent to installation work by Top Ten Plumbers.

5. Wayleaves

The customer shall be responsible for obtaining and retaining any necessary consents, easements or wayleaves for any reinstatement of disturbed ground either belonging to the customer or on privately owned property over which the customer has rights of access or a tenancy.

6. Licences

Any licence, permit or other authority necessary for the execution of the work shall be obtained by the customer.

7. Guarantee

Subject as mentioned below, Top Ten Plumbers guarantee all installation and apparatus supplied and fixed or supplied only under this quotation for a period of 3 months from date of completion of the work and undertakes to repair or replace the same at its option in the event of them becoming defective and/or to remedy any defects which are found to be due to faulty workmanship within that period, free of cost unless otherwise specified in this quotation. Top Ten Plumbers do not guarantee any defects due to fair wear and tear, the replacement of lamps or fuses or any causes beyond its control.

8. Fluctuations

Invoices are strictly net and the quoted price will be adjusted to meet any price variations in labour or materials occurring after the date of quotation.

9. Terms of Payment

Payment shall become due on demand. Top Ten Plumbers offer no deferred payment terms at all. Failure to pay on completion of the work will incur an interest charge of 2% per month. Top Ten Plumbers retain all title to all materials installed or delivered on site for any unpaid balance due to them.

10. Extra Cost

In the event of suspension or cancellation of work at the request of the customer, or lack of instructions or delay on site caused by matters beyond the control of Top Ten Plumbers, any extra expenses thereby incurred shall be chargeable to the customer.

11. Provisional Sums, Variations and Additions to Contract

Where the quotation includes a provisional for Sum, meeting the cost of provisional or specialists work to be done or materials or apparatus to be supplied, such sums shall be expended or used either wholly or in part, at the discretion of the customer and entirely as he may desire or direct.

12. Position of Fittings etc.

Positions of lighting points, switches, plant, etc. if not provided for in the quotation or an associated drawing, are to be determined before work is commenced and any change required therein shall be notified by the customer to Top Ten Plumbers in writing, in sufficient time not to impede the progress of the work. Any extra work necessary to meet such changes shall be chargeable to the customer in addition to the quoted price.

13. Tests

The installation of the work shall be tested during progress and, upon completion, for insulation resistance, earthing and continuity, such test to comply with the current edition of I.E.E Regulations and the Electrical Equipment of Buildings. Any other test required by the customer will be charged for as extra to the quoted price unless such tests are definitely specified and included in the quotation.

14. Consequential Loss or Damage

Top Ten Plumbers shall not be responsible for any consequential damage or loss arising out of the performance of the contract, otherwise than the negligence of Top Ten Plumbers or its employees agents.

15. Damage in Transit

Where the price quoted includes delivery, Top Ten Plumbers will repair or replace, free of charge, goods damaged in transit, provided the carriers and Top Ten Plumbers receive notification of such damage within three days of delivery and that such notification is confirmed in writing within seven days, but not otherwise.

16. Scope of Conditions of Contract

These conditions will apply in full to all quotations and work carried out (and) or apparatus or equipment supplied by Top Ten Plumbers under such quotations except where specifically agreed in writing to the contrary.

17. Taxation

The price quoted is subject to any subsequent variation in taxation.