

Terms and Conditions

Please find our Terms and Conditions. The company recommends reading the following terms and conditions carefully as they will tell you everything you need to know about the agreement you, as a customer, will enter with Harrison Heating Norfolk Ltd.

Please contact us directly if you have any questions relating to the terms and conditions.

Updated: 09/11/21

Definitions

For the purpose of these terms and conditions the following expressions shall have the following meaning:

- “Customer”, “you” and “your”. refer to the person/company for whom the works are carried out
- “We” and “ the company” refer to Harrison Heating Norfolk Ltd, who carry out the work
- “Writing” refer to electronic email or letter

Acceptance of Works

Only an authorised representative of the company will agree to undertake works for the customer. The company reserves the right to decline or refuse any work at its own discretion.

Basis of Quotation

The company will submit a written quotation in which the customer shall accept by electronic email to admin@harrisonheatingnorfolk.com or letter. Verbal acceptance of the quote will not be accepted nor will the company be bound by any estimate given verbally.

Quotations provided by Harrison Heating Norfolk Ltd are valid for 30 days from the date they are given. We may adjust or withdraw any quotation at any time before you accept it.

The company has quoted the cost of installing plumbing equipment and/or central heating along with any additional requests to meet the requirements of your property.

When you have accepted the quotation in accordance with these Terms & Conditions, we will carry out all necessary works to fulfil your requirements as described in your specification. The quotation is subject to the conditions contained in this agreement.

The company will carry out work as specified within the quotation, at the price quoted, during normal working hours. These hours are between 7.30am and 5.00pm Monday to Friday excluding a bank or public holiday in England. If you request any variation or addition to these normal working hours, you will be subject to an added charge.

We understand that you may require a particular date for the works to be undertaken and we will do all we reasonably can to meet the date provided for installation.

We will not be responsible or accountable for any delay in the installation date occasioned by any cause outside the Company's control, but shall be allowed a corresponding extension of time in respect of such delay. In particular, but without prejudice to the generality of the foregoing, the Company will not be responsible or accountable for any delay occasioned by strike, lock-out,

war, fog, fire, ice, accident, defective materials supplied by others, or failure on the part of any supplier to make delivery to the Company.

In addition, we understand that there might be circumstances where you may want to change the agreed installation date. We will do all we reasonably can to meet the revised date provided for installation. No party shall be able to cancel this agreement without written agreement from the other parties involved. If costs have been incurred by the Company prior to cancellation, you will be invoiced for these costs.

The company may add additional charges to the sum if delayed or prevented to undertake work by the agreed date, due to fault or delay on your part where additional costs are incurred.

Should you wish to change any part of your quote then you must do so via email at the earliest opportunity. Where work has been started or completed then you will be invoiced for all costs incurred and you may be subject to additional costs whereby the company may need to return items to supplier.

Conditions of Site

It is the customer's responsibility to co-operate in all matters relating to the services provided by us and our authorised employees and representatives with access to any premises under your control as required.

It is at the customers expense to obtain all relevant consents for the installation of the works, including planning permission, home insurance, building regulations, listed building consent and consents from neighbours and mortgage providers.

You may need your landlord's permission for an installation to be carried out if you are a tenant. We will assume permission has been granted. Where the customer has failed to obtain such permission, we will not be liable for any loss or damage arising from this.

To ensure installations are completed you will need to provide reasonable access and provide necessary service utilities for installation at no charge.

You will be responsible for safe keeping of delivery of any goods from the company and to be insured against loss or damage that may occur to those goods.

Payment

Payment is to be made by either BACS or cheque to Harrison Heating Norfolk Ltd. Invoices are to be payable within 7 days from invoice date.

For any late payments of an invoice, either in part or full to the company, we may exercise the right to charge you the daily interest rate of 4% over the Bank of England base rate until payment is received in full.

The company will not provide or issue any guarantees, certificates or similar documentation to the customer for works until payment has been received in full.

For large projects and/or where there is a significant delay between first fix and second fix, the company may request stage payments to cover value of work completed to date. All projects where stage payments apply, payment MUST be paid within 7 calendar days of each stage completion. In addition, the company may ask for an up-front stage payment to cover the cost of materials where there is significant expenditure prior to work commencing.

Bespoke items in quotations will be non-refundable once the company has placed the order. Should you decide to cancel the bespoke item/s with the company, you will be sent an invoice to pay for the item/s in full.

Liability

Where the company need to connect new plumbing material to your existing heating system or existing plumbing, the company will not accept liability for the cost of replacing or repairing parts of your existing system, which subsequently develops faults. We will not accept liability where water pressure becomes variable or the water supply becomes inadequate.

Harrison Heating Norfolk Ltd accepts no responsibility for any existing installations that are present. This relates in particular but not only to any radiators, radiator valves, pipework, pumps, shower pumps, heating valves, bathroom/ WC services and/or electrical controls that might be affected as a result of an a conversion from a tank fed system to a sealed system or from power flushing of pipework and radiators.

This change to a higher pressure rated system and power flushing can cause leaks in components that Harrison Heating Norfolk Ltd will not be liable for. Any cost of repairs for which we are not liable for will be invoiced to you.

If you request an existing appliance be re-installed or moved (e.g. boiler), we accept no liability for any internal leaks or malfunctions of this boiler, as a direct result of this installation.

We accept no liability for the removal of linoleum, carpets and special types of flooring e.g. hard wood, tiles, tongue and grooved and parquet flooring but we will take all reasonable care to do so for installation. However, you accept that installation may cause damage to your fittings and decorations in your property including removal or destroying existing fixtures or fittings. Following completion of central heating installation there might be areas of your home that require redecoration. This will be your responsibility and is not included in the quotation.

Warranty

The manufacturer will cover the warranty for a boiler and/or cylinder. The warranty only applies to the boiler. It does not apply to any existing parts of the system. To maintain your boilers warranty you need to have it serviced annually. If the warranty becomes void due to the appliance not being serviced, then Harrison Heating Norfolk Ltd accepts no responsibility for this.

Dangerous Material

If asbestos or any dangerous material of this kind is encountered on installation, the company will withdraw staff until the site is made safe. Prices specified in this quotation do not include the price of removing any dangerous material. It will be the customer's responsibility to contact a licensed company to legally dispose of the material.

Cancellation Policy

Following the company's acceptance of work, in accordance with the terms above and in conjunction with Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel within 14 calendar days from the day the quotation is accepted by you. To cancel, please email the company as soon as possible to admin@harrisonheatingnorfolk.com and the cancellation will be served from the day it is sent to the company.

If you decide to cancel the contract during the cooling off period, where you have paid money up front or made a deposit, you will be refunded. However, Harrison Heating Norfolk Ltd will invoice you for any work that has been carried out and any additional costs associated, where you have

requested work to be carried out during the cooling off period. If all work is completed within the 14 calendar day cooling period, your right to cancel will be lost and you will be sent an invoice for the completed works.

Harrison Heating Norfolk Ltd can cancel the agreement if you provide us with false information; you put our health and safety at risk including physical or verbal abuse, your property is unsafe or unfit to work in, access is denied into your property despite several attempts or you fail to make your payments.

Complaints Procedure

Harrison Heating Norfolk Ltd aim to provide professional, competitive, honest plumbing and heating services to a range of clients. In the unlikely event the customer wishes to complain about the services, the customer must put their complaint in writing to admin@harrisonheatingnorfolk.com at their earliest opportunity. Upon receipt of the complaint, we will aim to resolve the matter within 14 calendar days.