

PURBECK

HOME

IMPROVEMENTS

& DEVELOPERS LTD

Proud members of
Checkatrade.com
Where reputation matters

TERMS & CONDITIONS

CUSTOMER CANCELLATION RIGHTS

The consumer has the right to cancel the contract if they wish and that right can be exercised by delivering, or sending (including electronic mail) a cancellation notice to the trader at any time within the period of seven days starting with the day of receipt of notice in writing of the right to cancel the contract. Cancellation should be communicated in writing or by email to our company. Cancellation is deemed to be served as soon as it is posted or sent to a trader or in the case of an electronic communication from the day it is sent to our company.

WORK BEGUN PRIOR TO EXPIRY OF CANCELLATION PERIOD

If you have agreed in writing that work will commence before the seven day cancellation period expires, and you subsequently cancel in accordance with your rights, you are advised that reasonable payment may be due for any work carried out. You are asked to confirm in writing by post or email that work may commence before your cancellation period expires.

CANCELLATION NOTICE

If you wish to cancel the contract you must do so in writing and deliver personally or send (which you may do by electronic mail) direct to our company.

QUOTES

Our quotes are sent electronically or via post.

To accept or decline our Quotes by email please select the option when opening the attachment.

Alternatively accept or decline the Quote by post please & call to confirm, send an email to – purbeckhomeimprovements@live.co.uk

If the Quote is accepted we will advise on a date of commencement & a payment schedule will be issued.

INVOICES

An invoice is issued for payments as per your payment schedule.

Balance of payments must be paid in full on completion of works.

GUARANTEES

The Guarantee covers the works carried out by PHI.

Storm damage is not covered under the guarantee.

If the work carried out does not rectify the problem in the specific area where works carried out then contact PHI by email or phone and we will be in touch within 7 days to arrange a survey & if any works needs to be carried out to rectify the works previously carried out then this cost is covered by PHI.

No other person should try to rectify any works carried out by PHI or the guarantee is void.

If there is a further problem with any other area which was **not** renewed by PHI this is not covered under the guarantee.

The guarantee is transferrable to buyers on sale of the property.

Wear & tear is not covered under our guarantee.