

Boiler Installation Terms & Conditions

Rene Plumbing & Heating Ltd

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Please read our boiler installation Terms & Conditions thoroughly prior commencing with any works with Rene Plumbing & Heating Ltd.

1. Price

We will carry out the work set out on your quote for the price that is stated under the following terms and conditions. The total with and without VAT are both visible on the quote.

2. Your Quote

Your quote, together with these terms and conditions, sets out the entire agreement between you and us. Nobody else will be able to benefit from this agreement. This agreement is governed by the laws of England and Wales.

3. Deposit

You must pay the deposit shown on your quote cover letter when you accept the quote. You must pay the quoted price for the work when we have finished the installation and you are satisfied with the work. When you have paid the deposit and made the booking, you have automatically agreed upon these terms.

4. Balance

Full balance is to be paid on the same day work is completed, we accept payment by: credit/debit card, bank transfers and cash.

Whilst we make every effort to ensure your property is protected, there are times when accidents occur, should repair work be necessary following any damage to your property, you may withhold a maximum of 10% of the remaining balance until completion of any repair work. Once any repair work is completed, the remaining balance shall be paid in full.

5. Late Payment

If you do not settle your outstanding balance immediately following the installation, you may incur late payment charges and interest, admin fees and your credit file could be affected.

6. Ownership of Goods

All goods including the boiler and any other components installed by our engineer will be owned by Rene Plumbing & Heating Ltd until a full payment has been received. However, this retention of ownership will not affect any claim which Rene Plumbing & Heating Ltd may have against you for the payment of any overdue amount.

Once any Goods have been delivered to your home you will become liable for any loss or damage to those Goods.

7. Warranties & Gas Safe Registration

Warranties – The boiler (and any other qualifying product, such as a magnetic filter) will be registered by us, and guaranteed by the manufacturer. The manufacturer's warranty will depend upon the manufacturer and model of the boiler. The validity of the manufacturer's warranty will be specified in the quote and will be subject to the manufacturer's own terms and conditions, such as boiler being serviced every 12 months by a Gas Safe engineer which you will receive directly from the manufacturer. We will register the boiler with the manufacturer and with Gas Safe Register under your name once the full payment has been made.

8. Dangerous Materials

The price we quote does not include the cost of removing any dangerous waste materials, such as asbestos, that we could not reasonably identify when we gave you your quote. You can call a specialist contractor to remove these dangerous materials or we may be able to arrange for them to be removed at an extra cost. When asbestos is removed you will need to produce a 'clean air' certificate, which you can get from the asbestos removal company, before we can continue to work at your property.

9. Non-Dangerous Materials

The price we quote includes removing all non-dangerous materials, including your old boiler (in the exception of back boiler & fire unit and other inaccessible components), hot water tank and other central heating parts unnecessary to the new central heating system, unless

otherwise stated in the quote. These materials will become the property of Rene Plumbing & Heating Ltd upon removal.

10. Time Frames

Any time frames we give you are our best estimates and we will do what we can to keep within those time frames. Where there are likely to be delays we will let you know as soon as possible. The time it takes us to complete the work has no effect on the price we quoted you. If your installation is delayed, rescheduled or overruns, Rene Plumbing & Heating Ltd will not be held liable for any potential loss of earnings, annual leave or time away from work.

11. Lifting Flooring

We may need you to lift carpets or take up all or some other floor coverings, including tongue-and-grooved floor coverings and parquet hardwood, rubber or tiled floors, so we can complete the work. We will give you as much notice as possible if we need you to do this. You can call a specialist contractor to do this work or we may be able to do it for you at an extra cost. If we do any of this work for you we will not be responsible for any damage caused and it will be your responsibility to put the flooring back once the work is completed.

12. Damage / Redecoration

We will take special care to carry out the work without causing damage to your property. However, sometimes the work means we have to create access if there is not enough room for pipework or wiring in place to install the boiler, this can cause damage to things like inside and outside finishing's such as wall coverings and paint. You may need to redecorate, repair or restore certain areas once the work is completed this is not included in the price we quoted and you will be responsible for this. Also whilst Rene Plumbing & Heating Ltd accepts liability for reasonably unforeseeable damage caused to your home as a direct result of its breach of this contract, you accept that some level of minor/cosmetic damage may be caused in order to perform the installation (such as damage to plasterwork, paintwork, decorations, flooring, wall coverings etc.) and that Rene Plumbing & Heating Ltd will not be responsible to you for making good such damage.

13. Boxing in of Pipework

The quotation does not include boxing in of any pipework. You can call a specialist contractor to do this work or we may be able to do it for you at an extra cost.

14. Landlords Permission (If Required)

If you are a tenant, you will need your landlord's permission before you can allow us to start the work, and we may need you to give us evidence that you have got this permission. If we carry out work at the landlord's property and you have not got permission or have given us false or inaccurate information, you will compensate us for any losses we suffer because of your failure to get your landlord's permission.

15. Listed Buildings

If your property is a listed building, it is your responsibility to make sure that you get any permission you need before we start the work, and we will need evidence from you that you have got this permission. If you do not get the permission you need, you may be prosecuted in the criminal courts. We will not be able to start any work if you have not got the appropriate planning permission or if you are unable to give us evidence that you have this permission. If we carry out work at your property and you have given us false or inaccurate information, you will compensate us for any losses we suffer because of your failure to get the permission you needed, which may include court fines and penalties.

16. Gas, Electricity & Water Supply

You will need to have an adequate gas, electricity and water supply to your property before we can start the work. We can put you in touch with a distribution company to arrange this if you need us to.

17. Existing System

Where we have connected new equipment to your existing system, we cannot accept responsibility for the cost of repairing or replacing parts of your existing system that later develop faults including any water or gas leaks.

18. Cleaning Your System

We recommend a full system Powerflush with chemicals prior your installation to remove sludge and other waste from your central heating system. If you don't want a deeper clean, we will recommend at least installing a magnetic filter to prevent some of the debris getting into your new system. (These both will be an additional cost). Our engineer will also tell you what other work is needed or recommended to avoid future problems. We may suggest you correct any design faults that may cause the problem to return. If you decide against including a powerflush to your boiler installation quote, we cannot be held responsible of

any future issues within your central heating system caused by sludge, scale, debris or other waste alike.

19. Beyond Our Control

We cannot be responsible if we cannot meet our responsibilities because of things beyond our control including, for example, poor weather conditions, industrial disputes, delays on parts delivery and strikes (that we are not directly involved in).

20. Engineers

To carry out the work as professionally and efficiently as possible, we will use one of our approved installers. All installers that we use are qualified, fully trained, Gas Safe registered and carry identity cards. Depending on the size of the job, we may also use one of our apprentices who would be accompanied by the lead engineer at all times whilst at your property. We are responsible for the approved installers and apprentices we use.

21. Your Right to Complain

If you are unhappy with any of our work during or after the completion of the installation, you must inform our office in writing within 14 days of the completion day. You can send us an email to info@reneplumbingandheating.co.uk or write a recorder delivery letter to Rene Plumbing & Heating Ltd, 54 Waterloo Road, MK40 3PG Bedford, describing all aspects of your complaint in detail. We will then thoroughly investigate the complaint and get back to you as soon as possible with our response and resolution decision. Even in the case when a complaint is raised by you, you still must pay the balance in full on the completion date. If any moneys are deemed to be refunded, we will do so within 30 days of the decision letter. We regret that we are unable to accept any complaints by phone.

It is important you read and understand these terms and conditions or if you require any assistance in understanding or have any questions please do not hesitate to contact us by phone on 01234 880494, by email on info@reneplumbingandheating.co.uk or write us a letter to Rene Plumbing & Heating Ltd, 54 Waterloo Road, MK40 3PG Bedford.