



15 King Edward Road

Ramsgate

Kent, CT11 0AT

01843 583335

## **TERMS AND CONDITIONS OF BUSINESS**

**Please read our terms & conditions below which will give you all the details you require when you accept a quotation of works from Beck Maintenance Limited, trading as Thanet Drainage to carry out drainage repairs (Drain CCTV Survey), groundwork, Relining and Patch Lining.**

- Thanet Drainage will charge a Fixed Price for works agreed unless an amendment is required due to an unexpected finding. The additional cost will always be discussed and agreement sort.
- All charges are given inclusive of ~~subject to~~ VAT.
- The Fixed Price will include hours spent and materials. All charges are subject ~~to~~ given inclusive of VAT.
- Our quotation is an estimate for the price of the work as unexpected issues can occur during drainage repairs and excavations.
- The price quoted for Fixed Price Work is open for acceptance within 14 days providing that the work can be commenced within 60 days, both periods being from the date of the quotation. If you decide that you would like us to commence work after this time, we will let you know if there has been a change in the price requiring a revised quotation and the reasons why.
- Where a quotation is supplied to you this may be revised if you require additional work, if there is an increased cost in materials, if further work is discovered which was not evident at the time of the quotation and if there is found to be a fundamental mistake in the quotation.
- Thanet Drainage shall only be bound by quotations given by our drainage engineers.
- Invoices are due for payment immediately upon delivery to you. Any invoice or part thereof shall accrue interest at the rate of 43% over base until the invoice is paid in full unless previously agreed with Simon Beck.

Beck Maintenance Limited Trading as Thanet Drainage , Registered at Companies House No: 9597312,

Registered Office: 50 Dane Road, Margate, Kent CT9 2AA ,

Vat: 948 1941 88



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- When the quote has been accepted Thanet Drainage will carry out all the work to detailed in our quotation subject to the conditions below:
- Where we agree with you a date and time for the work to start our drainage engineers will do their best to ensure that he/she attends. However we accept no liability for the non-attendance or late attendance of our representative or for the late delivery of materials as the reasons can be out of our control however we will explain the cause.
- The time estimate provided for is our best estimate of the likely time scale required for the work and we cannot accept liability for any cost, losses or expense of whatever nature incurred by you as a result of any delays outside of our control.
- If you are a tenant, you may need your landlord's permission to carry out the work covered by the quote. Thanet Drainage will assume that you have obtained such permission. Thanet Drainage will not accept liability for any loss or damage arising from failure to obtain such the landlord's permission.
- The work will be carried out in a professional manner however Thanet Drainage cannot be held liable for any damage unavoidably caused during the works.
- Thanet Drainage shall not have any liability for any unforeseeable indirect, special or consequential loss or damage or loss of profit except for damage for death or personal injury caused due to our actions.
- ~~The total liability of Thanet Drainage under this agreement shall not exceed the price paid for the works.~~
- Thanet Drainage carries a full 5 year guarantee on our workmanship. Guarantees on materials run in accordance with the manufacturer's warranty periods where applicable. In the event of a failure beyond the guarantee period we will be happy to investigate the cause and recommend a solution but charges will apply for remedial work outside the guarantee period.
- Workmanship is only guaranteed where payment of the invoice is made in full. Your statutory rights are unaffected.

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- This guarantee does not apply where work is carried out to poor quality installations or installations which are over 10 years old. A discussion would be held to advise on the guarantee which can be given.
- External drains, gutters work exposed to the weather elements are not covered by any Thanet Drainage warranties, all liability rests with the material supply warranty and the property owner.
- If you need to cancel booked work, we would ask for 48 hours prior notice is given. We may have to ~~retain any deposits~~ to recover any unavoidable costs if specialist materials have been purchased.
- It is your responsibility to ensure that materials and tools held at your premises are safe and secure. Any losses of materials and tools on site are chargeable.
- Completed work may be photographed and used by Thanet Drainage who own the copyright to such photographs.
- We reserve the right to decline any work.
- These Terms and Conditions shall govern the contract between Thanet Drainage and you and shall prevail over any other communications (written or oral) between Thanet Drainage and you.
- This agreement is governed by English law and shall be subject to the exclusive jurisdiction of the English courts.

If you have a complaint, we have a process in place and the first step would be to email over the details to [info@thanetdrainage.co.uk](mailto:info@thanetdrainage.co.uk). Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

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