

Terms of Business

Thank you for inviting us to provide a quotation for the supply and installation of your stove. This document outlines information about your quotation, what happens next, our warranties and the data that we will hold about you for our records. By accepting your quotation and paying your deposit you agree to the terms outlined below.

About Your Quotation

The works specified within your quotation have been calculated based on the information given when a member of our team attended to survey the property. The stove that is detailed is recommended to meet your requirements as per that discussion. If you would like to explore alternative stove options please do not hesitate to contact us to discuss this and we can provide you with further quotations.

The quoted price covers only the works described in the quote. If additional works not described in the quote are found to be necessary during the course of the installation, these works will be quoted for separately and only carried out with the customer's advance permission.

Please note that it is a requirement of the UK building regulations (Part J) that an audible Carbon Monoxide alarm is fitted in the same room as a new or replacement fixed solid fuel appliance. A Hetas certificate cannot be issued without this in place so as standard we include a Carbon Monoxide alarm with a 10 year warranty in all our quotations. Quotations are valid for a period of 28 calendar days after which time they may be subject to alteration.

As part of our service, we guarantee that we will beat any genuine 'like for like' quote. So if we are beaten on price and the products and work are of the same value and quality, we will beat the price of our competitor. Please note that all our quoted prices are inclusive of VAT. The exception is for installations due to be carried out in a newly built property prior to the completion certificate being obtained for which no VAT is chargeable.

Product and Labour Guarantees

At Cut Maple Fires & Stoves Ltd we offer 904 grade stainless steel liners as standard which come with a 30 year manufacturers guarantee. Please advise us if you would like us to quote for the lower grade 316 flue which comes with a 10 year manufacturers guarantee.

Along with the 30 year manufacturers guarantee on the liner, we offer a 3 year workmanship guarantee to give our customers peace of mind. If there are any problems with the installation, they will be fixed under warranty at no additional cost to the customer provided that the installation has been used and maintained in line with recommendations (e.g. dry fuel and regular chimney sweeps). Please note that if any further work is carried out by a third party that effects the installation this may invalidate the workmanship guarantee.

Most of our stoves come with a 3-5 year manufacturers guarantee that covers the body of

Cut Maple Fires & Stoves Ltd. Registered in England No: 6724370.

Reg Office: Sturmer Road, New England, Halstead, Essex CO9 4BB VAT No. 940 5266 31

T: 01440 788788 E: cutmaple@fireplacesetc.co.uk W: www.fireplacesetc.co.uk

the stove (please check the warranty for your specific model). The glass, rope seals and fire-bricks are not usually covered as they can be broken by user error and are subject to wear and tear. If these 'consumable' items do break or need replacing, they are reasonably priced and are either readily available in our showroom or can be obtained very quickly.

General Data Protection Regulations

Data Protection Regulations are changing from 25th May 2018. Under the General Data Protection Regulations (GDPR), companies will need to seek your permission to hold personal information/data about you and need to make it clear what this information will be used for, how long it will be stored and if applicable, who any information about you may be passed on to.

Our Data Protection & Retention Policy can be viewed through our website, in our showroom or emailed/sent on request. By requesting for us to provide you with a quotation you have consented to us holding your name and address for the purposes of visiting your property and providing you with a quotation for works. If you accept our quotation then you are consenting for us to hold your name, address and the details of work carried out for the purposes of the completion of our contract with you and subsequently for a period of 7 years for our accounting purposes.

We do not pass any customer details on to any third parties with the exception of registering your flue guarantee with the manufacturer and registering the installation of your appliance with HETAS or Gas Safe. In both cases you are responsible for holding a copy of your guarantee or HETAS certificate.

We do not currently provide a chimney sweep service but we can hold your contact details and the month of your installation on our database. In the event that we reintroduce our sweep service we can then contact you as the anniversary of your installation approaches to book a sweep. If you would like us to hold your information for this purpose please tick the box on the quotation acceptance form. If requested (via the Quotation Acceptance Form) we are also able to keep your details on our mailing list in order for us to contact you in the future with any updates on information, services or offers that may be of relevance to you following your installation. Please note that these are both optional services and your details will only be added to these lists if you request this via the Quotation Acceptance Form. Should you wish to exercise your 'Right to be Forgotten' at any point then you will need to contact us and we can arrange for your details to be removed from either or both lists.

CCTV is in operation at our showroom and in our car park. Footage is recorded for the purposes of crime prevention and public and staff safety. The length of time that footage is kept on our system is dictated by the storage capacity of the system and will vary depending on the level of activity captured at the site however as standard footage is not kept for longer than 2 weeks. Footage is not passed on to any third parties with the exception of the Police to whom we make footage available to assist in the investigating of potential criminal activity or public/staff safety issues.

Other Information

Also provided with your quotation is a HETAS advice sheet about the importance of chimney lining and also a price list for fuel which we stock. Further advice sheets are available from www.hetas.co.uk.

Should you wish to purchase fuel from us, we stock the following in our showroom: kiln

Cut Maple Fires & Stoves Ltd. Registered in England No: 6724370.

Reg Office: Sturmer Road, New England, Halstead, Essex CO9 4BB VAT No. 940 5266 31

T: 01440 788788 E: cutmaple@fireplacesetc.co.uk W: www.fireplacesetc.co.uk

dried and seasoned logs by the bag or in larger quantities; smokeless coal and kindling. We also stock firelighters and a range of fireside accessories, log baskets and buckets.

What happens next?

If you have any queries regarding your quotation or would like to explore alternative options then please contact us and we will be happy to discuss this with you. A 20% deposit is payable upon acceptance of the quotation. When you contact us to advise us that you would like to proceed we can arrange payment of the deposit and confirm a date(s) to install your stove.

Upon completion of an installation and receiving the final balance we will submit details of your installation to HETAS (the official body for solid fuel and biomass heating systems). This process is completed online and a certificate of compliance will be sent directly to you at the address of the installation. Please notify us if you do not receive this within 3 weeks of completion of your installation. Once received, this will need to be filed away in a safe place as it proves the installation meets regulations and was carried out by a competent person. We will also send off details of your installation to the flue manufacturer to register your 10 or 30 year guarantee. Please note that we do not keep copies of your HETAS certificate or flue guarantee.

Please do not hesitate to contact us if you have any questions regarding this quotation or any of the above information.

With warm regards from,

The Team at Cut Maple Fires & Stoves Ltd

Cut Maple Fires & Stoves Ltd. Registered in England No: 6724370.

Reg Office: Sturmer Road, New England, Halstead, Essex CO9 4BB VAT No. 940 5266 31

T: 01440 788788 E: cutmaple@fireplacesetc.co.uk W: www.fireplacesetc.co.uk