

Terms of Business for JJ BLAIR PLUMBING SERVICES plumberbangor.com

For the purposes of these Terms of Business (hereinafter, "Terms"), "us", "we" or "our" shall refer to JJ BLAIR PLUMBING SERVICES and "you" or "yours" shall refer to you, our customer. You have requested that we undertake certain works for you and, by allowing us to proceed with those works, you are indicating your agreement to the Terms set out below.

Planned Works

Quotations will outline planned works offered, including labour and materials and additional costs including expenses (if any). Any subsequent variation to the works (including, without limitation, if you change the scope or if unforeseen circumstances or unexpected issues arise) will likely result in a new or revised quotation. You have the right to accept or decline the new quotation. Should you choose to decline, all works will cease and, on receipt of our invoice, you must pay in full for all works already completed in accordance with the original quotation.

Immediate Works

On occasion upon initially assessing works, it can be possible to perform the works immediately. This may require the procurement of materials and a labour charge will be applicable while travelling and collecting materials.

Emergency Works

Due to the unplanned nature of such works an Emergency Callout charge will be applicable to allow compensation for unscheduled attendance. You will be required to confirm your acceptance of such charge by completion of an online form, which will outline the applicable charge dependent upon the time and day of the event. Upon arrival onsite the hourly labour charge will apply, which will also be illustrated on your emergency instruction form. Any parts required will be quoted accordingly.

Client Obligations

If you and we agree that you will be responsible for providing some or all of the materials and/or products needed for the works, you alone will bear the cost of replacement in the event the said materials and/or products turn out to be of incorrect measurement, faulty and/or unsuitable.

You will inform us, prior to the works commencing, of any hazards or potential hazards known or suspected in or around the premises where the works are due to be carried out.

You will grant us access to the premises where the works are to be carried out and will ensure that all necessary consents, permissions and licences, if any, have been obtained in advance of the works commencing.

You will provide (if required) the free use of electricity, water, gas and oil.

You will ensure the safe and secure storage of any materials and/or equipment left (with your permission) at the premises during the works, and will be accountable to us for any loss of or damage to such materials and/or equipment;

You will (unless included as part of the quotation) be responsible for any necessary improvements to and/or redecorating of the premises following the completion of the works.

Supplier Obligations

We will undertake the works with all due care, skill and diligence, will complete the works within a reasonable timeframe, and will ensure that we comply at all times with all applicable laws and regulations.

We will supply materials and/or products needed for the works (if any) that are of high quality and will take full responsibility for replacing any materials and/or products that prove to be faulty or substandard.

We will take good care of your property.

We will supply one or more of our dedicated team to undertake the works for you. Unless agreed otherwise, the person(s) supplied will be at our discretion and may or may not be the same as the person(s) who provided you with the original quotation.

We confirm that we hold, and will continue to hold, a valid and current Public Liability Insurance Policy and, where relevant, Employers Liability Insurance Policy.

Materials and Products

For the avoidance of doubt, all materials and/or products supplied and delivered to you during the course of the works shall remain the property of JJ BLAIR PLUMBING SERVICES until such time as the works have been paid for in full by you, following receipt of our invoice. Title to such materials and/or products will transfer to you only when full payment has been received.

Force Majeure

Neither party shall be held liable for any delay or failure in fulfilling their obligations under these Terms where such delay or failure results from circumstances beyond that party's control (including, but not limited to, an act of God, fire, act of government or state, prevention from or hindrance in obtaining any raw materials, energy or other supplies, industrial action or labour disputes of whatever nature, and any other reason beyond the control of that party).

Cancellation

Should you wish to cancel the contract between us in respect of the works, you have (in accordance with the provisions of the Consumer Contract Regulations 2013) fourteen (14) days in which to do so following your acceptance of our quotation. You are obligated to pay for any services provided to you during this 14-day cancellation period, if any.

Payments

For the avoidance of doubt, you agree to settle any invoice in full upon presentation and you further agree to pay interest at a rate of 2% per month on any unsettled invoice.

Complaints

We hope and expect that you will have no cause to complain about any aspect of our service. If, however, there is anything at any point that does not meet your expectations, please let us know in writing so that we may address the matter.