

1. General

- **1.1** These Terms and Conditions apply to all services provided by DJ Plumbing & Heating ("the Company") to the customer ("the Client").
- **1.2** By accepting a quotation, making a booking, or allowing work to commence, the Client agrees to be bound by these Terms and Conditions.

2. Quotations & Estimates

- **2.1** All quotations are valid for 30 days from the date of issue unless otherwise stated in writing.
- **2.2** Quotations are based on the information available at the time. Any unforeseen work or additional materials required outside the original quotation will be chargeable and agreed in writing before proceeding.
- **2.3** Estimates provided are indicative only and are not binding quotations unless confirmed in writing as such.

3. Payment Terms

- **3.1** Payment is due in full upon receipt of the invoice unless otherwise agreed in writing.
- **3.2** A 50% deposit is required in advance for boiler installations or works requiring significant material outlay.
- **3.3** The remaining balance is payable immediately upon completion of the works.
- **3.4** Late payments may incur interest at a rate of 4% above the Bank of England base rate, calculated daily.
- **3.5** All materials remain the property of the Company until paid for in full. The Company reserves the right to remove unpaid materials if payment is not received.

4. Materials and Site Responsibility

- **4.1** Once materials are delivered and installed on site, they become the responsibility of the Client.
- **4.2** The Company accepts no liability for loss, theft, or damage to materials or equipment once delivered or installed.
- **4.3** The Client agrees to store any materials supplied in a safe and dry location prior to installation.

5. Workmanship and Warranties

- **5.1** All workmanship is guaranteed for 12 months from the date of completion unless otherwise stated in writing.
- **5.2** Manufacturer warranties on boilers and associated systems are provided directly by the manufacturer. It is the Client's responsibility to register the product (where applicable) and comply with the manufacturer's terms, including regular servicing.
- **5.3** Failure to register or maintain the product in line with the manufacturer's requirements may void the warranty. The Company accepts no liability for manufacturer warranty claims or their outcomes.
- **5.4** The Company's workmanship warranty does not cover faults arising from misuse, neglect, tampering, or work carried out by others.
- **5.5** The Client is responsible for arranging and maintaining annual servicing in accordance with manufacturer requirements. The Company offers servicing separately but is not responsible for missed servicing unless agreed in writing.
- **5.6** Once work is complete, the Company bears no further responsibility for the installation unless a defect arises that is directly attributable to its workmanship or materials supplied.

6. Existing Systems

- **6.1** The Company accepts no liability for the condition or performance of existing plumbing, gas, or heating systems that it has not directly worked on.
- **6.2** Any damage, inefficiency, or system failure caused by or relating to existing installations is the sole responsibility of the Client.
- **6.3** Where connecting to existing systems, the Company cannot guarantee the integrity or performance of the system as a whole.

7. Access, Site Conditions & Client Obligations

- **7.1** The Client agrees to provide reasonable access to the property and working areas throughout the duration of the works.
- **7.2** The Client must ensure that the working area is safe, clean, and free from obstruction. Any known hazards must be disclosed before work begins.
- **7.3** The Client is responsible for keeping pets and children away from working areas. The Company accepts no liability for harm or delays caused by their presence.
- **7.4** The Client agrees to respond promptly to decisions or variations requested during the works. Failure to do so may result in additional costs or delays.

8. Cancellation and Delays

- **8.1** The Client may cancel works by providing at least 48 hours' notice. Cancellations with less notice may be subject to charges for time, labour, or materials already incurred.
- **8.2** The Company is not liable for delays due to factors outside its control, including adverse weather, supplier delays, illness, or access issues.

9. Liability

- **9.1** Nothing in these terms limits the Company's liability for death or personal injury caused by negligence.
- **9.2** The Company's liability for other claims is limited to the total value of the works undertaken.
- **9.3** The Company is not responsible for indirect, consequential, or financial losses, including but not limited to loss of income, property damage caused by third parties, or system failure not caused by the Company.

10. Governing Law

- **10.1** These Terms and Conditions are governed by and interpreted under the laws of England and Wales.
- **10.2** Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Compliance and Certification

- **11.1** All gas-related work will be carried out by a qualified Gas Safe registered engineer in compliance with current UK regulations.
- **11.2** Compliance certificates for gas works will be issued upon completion where applicable. It is the Client's responsibility to retain these for warranty and legal purposes.

12. Photographic Records and Marketing

- **12.1** The Company may take photographs of the completed work for its records and marketing purposes. No personal information or identifying details will be used without the Client's express consent.