

## **KC PLUMBING AND DECORATING SERVICES TERMS AND CONDITIONS**

**Please read the following terms and conditions carefully as they will tell you everything you need to know about the agreement you will enter into once you accept a quotation for KC Plumbing and Decorating Services to carry out work in your home. Any use of We, Us or Our refers to KC Plumbing and Decorating services. Naturally none of this affects your consumer rights.**

1. The price quoted is open for acceptance within 30 days providing work can be commenced within 90 days.
2. We will carry out all of the work in this quote at the price in this quote. Any variation or additional work requested by you and carried out by us after work commences will be subject to additional charges which will be discussed and agreed with you.
3. All additional charges will be at our current daily rate. Any discounted rates offered in your quote will be observed.
4. If it is not possible to give an accurate quote due to the probability that necessary additional work may become apparent only after the work has commence e.g. removing tiles or fittings, you will be given an estimate in place of a quote. This will give you details how much the additional work will cost so that you will be aware of the most you could be asked to pay.
5. If the works require the skills of an additional trades person e.g builder, only people you have met and agreed to would be invited to work on your property by us.
6. The price quoted does not include the price of removing any waste. This will be subject to an additional charge. Please read your quote to see if any waste removal is included.
7. The estimated time of completion is our best estimate of the likely time scale prior to the commencement of work. Please see 3 for details on additional charges.
8. If materials and tools are kept at the customer's premises with prior agreement they will be responsible for any loss or damage caused by neglect or misuse during this time.
9. If you are a tenant, we will assume you have obtained the landlord's permission to carry out the work covered by this quote / invoice. We will not be liable for any loss or damage arising from failure to obtain such permission.
10. The work will be carried out in a professional manner, but we can not be liable for any damage unavoidably caused to decorations or fittings as a result of installing or maintaining any new or existing equipment as specified in the quote, or removing, replacing or disturbing any existing pipe work, appliances, tanks and cylinders, or other fixtures and fittings. This does not affect your statutory rights as a consumer.
11. In any installations involving electrics we will assume that your current electrical wiring is sound and meets the required standards under the current regulations.
12. We will not be responsible for the loss of insulation materials resulting from openings that need to be made as part of the installation works.
13. We guarantee work carried out for 28 days. Materials and appliances are covered against defect by manufacturers and supplier's warranties. This does not affect your statutory rights as a consumer, details of which can be found through Trading Standards.
14. A quote / invoice can not be varied except in writing by us.
15. In the absence of any prior written agreement to the contrary, payment of charges are required of our invoices. Failure to make payment within 14 days of the due date may result in the matter being referred to a debt collection agent whose charges will be added to and payable with the invoice debt.
16. Should you cancel your order at any time prior to the commencement of work we may retain a deposit as a contribution towards any costs we have incurred or the cost of parts.
17. Any discounts offered by relate only to the services supplied by us only and does not include materials.
18. KC Plumbing and Decorating Services reserve the right to decline any work undertaking.

For your peace of mind when choosing our services;

KC Plumbing and Decorating Services is a member of the Norfolk Trusted Trader scheme. In partnership with Referenceline, Norfolk Trusted Trader offers independent dispute resolution through Ombudsman Services. We will endeavour to resolve any customer disputes fully and fairly through our own internal processes. In the event of a complaint not being resolved we will write a final letter to you called a 'deadlock' letter. This letter signals that we have reached the end of our internal complaints procedure and that you may now progress your issues to Ombudsman Services. You can also contact Ombudsman Services if you have not received a deadlock letter within eight weeks of your complaint. The contact details for the ombudsman are available on the Norfolk Trusted Trader website [www.trustedtrader@norfolk.gov.uk](http://www.trustedtrader@norfolk.gov.uk) or by calling Norfolk County Council on 0344 800 8020.