



Terms and Conditions

DEFINITIONS:

1. For these terms and conditions, the following words shall have the following meanings:
2. The term "Company" shall mean PRS Plumbing Solutions LTD
3. The term "Customer" shall mean the person or organisation for whom the company agrees to carry out works and/or supply materials
4. The term "Operative/Engineer" shall mean the person/s completing the installation on-site.

PROVISION OF SERVICES:

BY ACCEPTING OUR QUOTATION, YOU ARE AUTOMATICALLY ACCEPTING THE TERMS AND CONDITIONS BELOW

1. The price quoted is open for acceptance within 30 days if the services commence within 90 days from the date of quotation. If the customer decides to commence work after this time, the company will let him/her know if there has been a change in the price requiring a revised quotation and the reasons why. Upon quotation acceptance, this will form a legally binding contract between the company and the customer. All prices quoted are subject to finalisation upon technical survey.
2. The company will provide a written quote when required/requested. The quote will include the cost of installing gas appliances and/or central heating equipment as specified in the order description checklist. If during the installation, the operative/engineer must deviate from the original quotation, the company retains the right to provide an additional estimate for replacement.
3. Where the company needs to connect new equipment to the customers' existing plumbing or heating system, it will not accept liability for the cost of repairing or replacing parts to the existing system that subsequently develops faults. This includes zone valves, heating pumps, programmers, thermostats and radiators unless included in the official quotation. The company may charge for visits made to the customers property by the operative/engineers if the system is faulty or has developed a fault after the installation has been conducted. The company will not accept liability where the customers central heating system does not function properly because the water supply is inadequate, or the water pressure becomes invariable.
4. The company shall only be bound by estimates given in writing to the customer and signed by a duly authorised representative of the company. The company shall not be bound by any estimates given orally or in which manifest errors occur.
5. Access to the property is required in order that the installation may be undertaken. The company's operatives/engineers are scheduled to arrive at the property between the times of 0800am and 0900am, subject to traffic conditions or unless otherwise stated. The company will not be responsible for the protection or security of the property if the operative/engineer is left alone during the installation.
6. The time estimate provided for completion of installation is a best estimate of the likely time scale prior to commencement of the services provision. The company will make every reasonable effort to start and complete the work within the provided estimate, but cannot accept liability for any cost, losses or expense incurred by the customer because of any delays or rescheduled appointments.
7. Where the date and/or time for works to be carried out is agreed by the company with the customer, then the company shall use its best endeavours to ensure that the operative/engineer shall attend on the date and at the time agreed. However, the company accepts no liability in respect of the non-attendance or late attendance on site of the operative/engineer or for the late or non-delivery of materials.
8. The price specified in the quotation does not include the price of removing any additional dangerous waste material such as asbestos that is found when installing the customers central heating/gas appliance.
9. The prices specified in this agreement do not include the price of removing any dangerous waste materials such as asbestos found when carrying out the installation. If during the execution of the works, asbestos is encountered, the company reserves the right to withdraw its operative/engineers immediately until the site is made safe. The cost of removing asbestos is not included within the price. However, the company upon request of the customer will provide a cost of removing asbestos and will add this free to the total quote.
10. A system upgrade can lead to the system operating under higher working pressure. This can lead to small pre-existing holes or loose pipes in the heating system to start leaking or become more noticeable. This shall not be deemed the responsibility of the operative/engineer or of the company. Should such failure occur, additional work may be required at an additional cost.
11. The company will take all reasonable care to carry out the installation. However, the customer accepts that the installation, including the removal or dismantling of existing fixtures or fittings may cause damage to the decoration and/or fixtures and fittings. This provision does not exclude the company's responsibility for damage, that is beyond which is reasonably commensurate with the installation. It is anticipated that certain areas in the customers property may need redecoration following completion of the gas appliance or central heating installation. This will be the responsibility of the customer and is not included in the price.
12. In the scenario where an existing flue hole requires filling in and making good, the operative/engineer will use standard bricks, blocks and mortar provided by the company. The operative/engineer will carry two different shades of brick as standard and will use the most appropriate shade. The company cannot guarantee an exact colour match for bricks and mortar unless otherwise stated in the contract.
13. If required, any necessary consents will be in place before work commences on site. The customer will obtain all necessary consents at their own expense, including planning consent, neighbours and mortgage providers.
14. If after the company shall have carried out the works, the customer is not wholly satisfied with the works then the customer shall give notice in writing within 28 days to the company and shall afford the company, and its insurers, the opportunity of both inspecting such works and carrying out any necessary remedial works if appropriate. The customer accepts that if he fails to notify the company as aforesaid then the company shall not be liable in respect of any defects in the works carried out.
15. The prices specified in this agreement do not cover the cost of an upgraded gas supply to the new appliance from the gas metre, if it has not been specified on the original order. If it is discovered that an upgrade to the gas supply is required by the operative/engineer during the installation, the company retains the right to provide a further quotation to complete these works.
16. The customer is responsible for screening and confirming their official quotation from the company. The official quotation is that with the listed contract number. No other documentation such as the brochure or email correspondence will be taken into consideration.

PAYMENT

1. A deposit of up to 20% may be required prior to commencement of services.
2. There is a 14-day cooling off period starting from the date of signed acceptance of the quotation during which the customer has the right to cancel the order without penalty. After this time the deposit will be retained by the company for all unrecoverable costs incurred as a direct result of the cancellation.
3. All balances are due for immediate payment upon commissioning of the gas appliance. Any part of the invoice which remains unpaid shall carry out an admin fee of £100.00 and interest rate of 8% above the base rate of the amount that remains outstanding.
4. In the rare event that the company must organise for an operative/engineer to reattend to complete outstanding snagging issues, the customer may not use this as a reason to withhold payment.
5. If the company is doing work at the customers rented property on behalf of a landlord, the tenant must be bound by the terms of the contract and if for any reasons the landlord refuses to pay, the tenant will be liable to pay and reclaim all cost back from the landlord.
6. Title in the goods will not pass to the customer but shall be retained by the company pending payment in full of the balance. Until the title passes to the customer, the company shall have an absolute authority to re-take, sell or otherwise deal with or dispose of all or any part of the goods in which title remains vested in them.
7. The manufacturers parts and labour warranty is registered by the company on full payment of the balances by the customer. If the customer does not finalise balances within 72 hours of completion, they risk voiding the manufacturers parts and labour warranty of which the company accepts no liability. If all or any part of the installation remains incomplete after the commissioning of the appliance, a 98% payment of the outstanding balance will allow the company to register the appliance warranty and avoid any risk of the appliance warranty being voided.
8. The company will commit to the customer that all quoted works will be completed in full, however, if all or any part of the installation remains incomplete after the full commissioning of the appliance, the customer will agree to retain 2% only of the quoted sales price until the date that all works have been completed.

GUARANTEE AND WARRANTIES

1. The company guarantees pipework in direct relation to the appliance or any other items that were replace or installed during the works completed by the company for 6 months from the commission date, unless stated otherwise on the quotation. The warranty does not cover acts of vandalism, third party negligence, acts of God or willful damage. This also does not include servicing, maintenance or repair work which is guaranteed for 28 days.
2. The company will provide 28-day guarantee after commissioning of the new appliance to investigate any and all faults relating to the central heating and hot water. The company will not accept any liability to replace or repair faulty components unrelated to the installation. If the company are instructed to investigate a fault by the customer after the 28-day period, a £120.00+VAT call out fee will be applicable if the engineer establishes that the company are not responsible for the fault. The company will not accept liability for a system rebalance, system re-pressurisation or system air bleeding.
3. The company cannot guarantee any services, parts and equipment supplied to the customer if:
 - a. They suffer, misuse, treated negligently or if the company's work is repaired, modified, or tampered with by someone else.
 - b. The material used is supplied by the customer
 - c. The company indicates that further works need to be carried out
 - d. The warranty for a boiler and or cylinder will be covered by the manufactures as agreed in the quotation. The warranty only applies to the boiler. It does not apply to any existing parts of the system. The company will not be liable for the cost of resolving existing circulation issues.

SERVICE PLAN

1. The duration of the service plan will be set out in your initial order form paperwork and will also be confirmed on completion of the installation.
2. PRS Service Plan – one of the company's operatives/engineers will visit the customers property annually to check and service the boiler as per the manufacturer's instruction. The operative/engineer will check that the boiler is working safely and in line with the relevant laws and regulations, this will also include visual inspection of any other gas appliances located within the property. The duration of this service plan will be set out in the initial order form paperwork and will also be verbally confirmed on completion of the installation. If, when the annual service is taken place, a fault is found to a component within the boiler, the operative/engineer will contact the manufacturer. If the fault is deemed to be present in the central heating system itself or other gas appliances the engineer will advise the customer of the issue and provide a quote for said fault. When the service is due an email reminder will be sent out to the email address provided by the customer (if the email address changes the customer will be responsible to let us know). If the company has no response, they will not make another attempt, but the customer can contact the company at any time to arrange the service. The company accepts no liability if the annual service isn't carried out within 12 months of the previous annual service and thus no responsibility if the manufacturer's warranty becomes void due to no annual service being carried out.
3. If the customer has been given FREE services as part of their original installation then it is the customers obligation to call us on 01622 244350 or email info@prsplumbingsolutions.co.uk to book the service appointment. The contact must be between 11 and 12 months after the original installation date. Subsequent services should be booked 11 to 12 months after the previous service. A reminder email will not be sent. FAILURE TO MEET THE CONTACT TERMS ABOVE WILL MEAN SUBSEQUENT SERVICES IN THE OFFER WILL BE FORFEITED.
4. If the boiler installation is part of the finance package with Hitachi consumer finance, the service plan must be paid separately directly to PRS on completion of the installation. The customers service plan is a direct contract with PRS and Hitachi hold no association or liability in any circumstances relating to the service plan.

CANCELLATION POLICY

1. There is a 14-day cooling off period starting from the date of signed acceptance of the quotation during which the customer has the right to cancel the order without penalty. After this time the deposit will be retained by the company for all unrecoverable costs incurred as a direct result of the cancellation.
2. If the customer cancels the order within 14 day cooling off period, it will be requested in the writing by the company. The company will process any refund of deposit that is due to the customer within a 14-day period of receipt of the formal cancellation.
3. The charges for any services already commenced.

TERMS OF USE

1. These terms and conditions and all contracts awarded between the company and the customer shall be governed and construed in accordance with the English law and shall be subject to the exclusive jurisdiction of the English law.
2. Acceptance of our goods, services or quotation is automatic acceptance of these terms and conditions.