

Terms and conditions

Ownership

All materials supplied and delivered by us to you or your premises, whether fixed or unfixed are the property of Therm Heat Ltd until payment in full is made. We reserve the right to remove our materials if payment is not made.

Warranty and guarantee

The works described in our estimates will be guaranteed for 12 months from the date of completion against workmanship. The guarantee does not extend to existing, installed equipment, pipework or fittings or if altered by a third party after completion. The materials supplied by Therm Heat Ltd will be subject to the suppliers or manufacturer's guarantee. Should any unforeseen remedial works occur on your existing systems this will be chargeable. Written confirmation of acceptance of our quotations is necessary to enable Therm Heat Ltd to commence accepted work.

Quotation

Our quotations are valid for 30 days from the date on the quotation.

Dissatisfaction

Dissatisfaction with works must be raised in writing within 14 days of completion. Reasonable access and opportunity to investigate concerns should be given and where agreed to allow rectification.

Existing system (pipework, fittings, equipment etc)

Estimates and quotations are based on a non-intrusive survey of the property and as such, it is assumed that the existing system that we connect to are sound, and in good condition and in working order. The customer must let us know if they are aware of any issues with the existing system at the time of the survey. Should we find during the proposed works any inherent faults, failures or weaknesses with the existing systems, we reserve the right to make a charge for correcting them. The customer will be advised of the change in price before work commences.



Utilities

During the works it may be necessary to isolate various water, gas and electrical services. You will be advised at the time.

Customer supplied equipment and materials

Any items supplied by the customer will be inspected by ourselves and the customer made aware if any defaults are found. It will be the customer's responsibility to obtain a replacement. Any time lost on the job due to customer supplied materials could be chargeable.

Power flush system

When power flushing a central heating system there will be a risk of leaks if there are any weaknesses in the existing system. Any repairs required due to this, are not included in the estimate.

Combination boiler

Should works include a new combination heating boiler unit connected to an existing heating system: the customer should be aware that the higher pressures used by this type of boiler may find weaknesses in the existing system. Any repairs required due to this, are not included in the estimate.

