

SERVICEVENT

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Call Out Terms and Conditions

Acceptance of Works

Service Vent Ltd reserves the right to refuse or decline any work at its own discretion. Where the company agrees to undertake works for the customer, this will be done so by authorised representatives of the company only.

Access to Property

After we have agreed a day and time for an appointment the engineer must be able to gain access to the property. If the appointment is not kept by you, or access is denied, the charge is still payable in full as it is not possible to fund missed appointments.

Access to Equipment

After we have agreed a day and time for an appointment the engineer must be able to gain access to the unit in situ. If the appointment is not kept, or access is denied, the labour charge is still payable in full.

The customer will always ensure the environment is safe for the company and its employees/representatives to carry out the works.

Appointment Times

Appointments are scheduled to occur within a 2-hour time slot. Please allow 1 hour either side of the estimated time of arrival provided. If your appointment is scheduled before/at 9am, it is unlikely we will be much earlier than the allotted time. Time allowances are there to account for changes throughout the day and should not affect early appointments.

Cancellation

Please allow 5 working days' notice when cancelling appointments to enable other customers to benefit. Service Vent Ltd reserve the right to charge a cancellation fee equal to or less than the value for appointments not kept. Thank you for your understanding in this matter.

Completion of Works

Service Vent Ltd will advise the customer of the date and time for works to be carried out. The company will always endeavour to ensure they maintain this schedule and that their operatives attend at the agreed time. However, the company accepts no liability in respect of late/non-attendance at any site, or for the late/non-delivery of any equipment or materials. All times provided by the company are estimates only.

Completion of any works does not guarantee faults on the system will not occur and does not constitute an agreement to inherit any aspects of a system's warranty where installed by others.

Our engineers are not electrically qualified and will not complete any electrical checks or subsequent electrical rectification works.

Estimate

Should faults be found on the visit, Service Vent Ltd are not obliged to provide a quotation and/or complete any rectification works. However, if Service Vent Ltd are prepared to undertake these works, we will provide you with a written quotation. Should this subsequent quotation be accepted, we will arrange for a return visit to complete the quoted works.

Please note that a unit serial number is required to provide quotations for replacement spare parts. Without this number it may not be possible to provide a quotation for further works.

Return visits will only be scheduled once any outstanding invoices have been settled in full.

Liability

Where the company contracts to carry out a defined repair or diagnostic operation, the Company's liability shall be limited to the performance of such work as may be defined by the standard manufacturer's schedule as coming within the scope of such operation.

Limitation of Liability

The company will not hold any responsibility for any damage suffered to a part of any property where the damage is in whole or in part a consequence of a defect or weakness in that part of the property or if this is by gaining access to a unit where the surrounding area has not been cleared.

We will make reasonable efforts not to cause damage on the callout visit, but it is the customer's responsibility to remove, cover or protect any items of value from the work area, this includes the ventilation unit area and underneath and around the ceiling vents. Service Vent Ltd accept no liability for any damage caused by a failure to do this.

Motoring Costs

Parking will be provided by the customer to the engineer. Should we need to pay to park nearby we will add this cost in addition to the charge for the call out.

Should the property fall within the London congestion charge zone, this cost will be passed on to the customer.

Customer Conduct

Our company is committed to providing a safe and respectful environment for all customers and employees. Abusive behaviour, including verbal or physical harassment, threats, or intimidation, will not be tolerated. We reserve the right to terminate the conversation, leave the customer's premises, refuse further service and permanently ban from our services if deemed appropriate. We believe in treating everyone with respect and expect the same in return.

Prices/Payment

The company will provide an invoice with the final price for the works carried out for the customer, which will include the labour and any equipment or parts supplied.

All charges are subject to VAT at the prevailing rate.

Payment must be made via bank transfer or cheque by the date stated on the invoice.

Bank transfer can be made to the following account:

Bank: HSBC, 9 The Boulevard, Crawley, RH10 1UT

Account name: Service Vent Ltd

Account number: 02157101

Sort code: 40-18-22

The company will be under no obligation to provide or issue any guarantees, certificates or other similar documents to the customer for works, unless payment has been received in full.

Removal of Materials

Service Vent Ltd is not responsible for the removal of any replaced products (ie ventilation units, ducting, etc) or any waste materials. The customer is responsible for the removal of any/all materials resulting from the works carried out by the company.