

SERVICEVENT

Unit 8 Kingsland Court
Three Bridges Road
Crawley
West Sussex
RH10 1HL
T: 01293 404342
E: info@servicevent.co.uk

Minor Works 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 a minor works appointment the engineer must be able to gain access to the property. If the appointment is not kept, or access is denied, the minor works quotation is still payable in full.

Access to Equipment

If there has been no previous visit to the property by Service Vent Ltd, our quote assumes access to the unit in situ is available to complete the required works. If it is not the quote 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 when cancelling minor works 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 the labour charge 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 minor 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.

If Service Vent Ltd has not diagnosed the fault, by means of a previous visit, we cannot guarantee the minor works quote will rectify the issue. If the completion of requested works does not resolve the issue the quote is still payable in full.

If we have quoted to replace a PCB due to the unit not running, we cannot guarantee the unit will not display motor/other faults once back in operation. Our quote is for the replacement PCB only and a further quote will be provided if required

Delivery of Materials

Shipment of materials will be made directly from the manufacturer to the customer's address in most circumstances. Upon the point of delivery, the ownership and any warranty of the materials will transfer to the customer.

Please note any Nuaire MVHR units are delivered to ground floor level only, therefore for apartment blocks it is the customer's responsibility to accept delivery at ground floor level and transport to their property.

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.

Exclusions

Unless stated otherwise the following exclusions apply to our quotation:

- All associated electrical works and testing in accordance with current Edition of I.E.E. wiring regulations. This includes connection of permanent power to the unit, running controller cables and mounting control units/back boxes on the wall.
- Connection of condensate drain from the unit to internal waste system or externally.
- Builder's work, including cutting holes through internal & external masonry, timberwork and any boxing in of ductwork.

Goods Supplied

Any replacement/new products provided by Service Vent Ltd will come with a warranty (as provided by the manufacturer) on those parts only.

Carriage is assumed as included in the quotation unless listed separately.

Returns, unless products are faulty, are not accepted.

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.

Completion of minor 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.

It is the customer's responsibility to ensure that the unit is accessible for annual servicing.

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 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.

If damage to plaster and brickwork is caused it will be the customer's responsibility to make good.

We cannot accept responsibility for any damage to wallpaper, paintwork, tiles, laminate floor, carpet, furniture etc. Any silicone work does not carry any guarantee.

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 minor works quotation.

Should the property fall within the London congestion charge zone, this cost will be passed 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 customers 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

Quotations for minor repairs are valid for 90 days.

All charges are subject to VAT at the prevailing rate.

When an account is not held with Service Vent Ltd a proforma invoice will be issued prior to any materials delivery or works carried out. Once payment has been received, paid by bank transfer or cheque, materials will be ordered and a date for our engineer can then be scheduled.

Cheques can be made out to Service Vent Ltd and a 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.