

# SERVICEVENT

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

## **Commissioning Terms and Conditions**

**Access to Property** - After we have agreed a day and time for the 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 quoted price is still payable in full as it is not possible to fund missed appointments.

**Access to Equipment** - We assume there is safe access to all equipment to be commissioned. The customer will always ensure the environment is safe for the company and its employees/representatives to carry out the works. If floor to ceiling heights above 2.4m and access equipment is required to take readings from vents, this will only be completed if deemed safe to do so, we reserve the right to charge additional costs for extra time required. If it is not feasible to access the vents on the day, the commissioning will be completed as much as possible and any price will be charged.

**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 a minimum of 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.

Completion of a commissioning visit 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. We take no responsibility to the performance of the system and for the system achieving the required results.

The visit itself does not constitute an agreement to investigate or fix any faults found whilst there completing the commissioning (unless specifically agreed before in writing). 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 commissioning, 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. Return visits will only be scheduled once any outstanding invoices have been settled in full.

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

### **Prices/Payment**

Quotations for commissioning 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.

**Readiness of system for commissioning** – System/s to be fitted in full prior to arrival of our engineer and hard wired for power. If commissioning cannot be undertaken due to non completion of installation or no power, or any other reason, we reserve the right to charge the price in this quote regardless of works completed.