

## Terms and Conditions of Service

### **Terminology:**

**Customer/You/Your-** refers to you as a customer who agrees to use our (company's) services under these terms listed below.

**We/Our-** refers to us (company) as a service provider under the terms listed below.

**Parties/ Party/Us/Our** – refers to both parties agreeing to trade under the terms listed below.

### **Terms and Conditions for [www.allguttering.co.uk](http://www.allguttering.co.uk)**

By choosing to use our services, you confirm that you have read and agreed upon the terms and conditions of services listed below. If you do not agree to any one aspect, please cease using this website.

### **Our Services**

*Commercial properties and clients:* By accepting our service, you enter into the contract with All Guttering and agree to our terms and conditions. We will provide a written itemized quotation for the services requested by a client and the price accordingly. The price will only reflect the services listed in the written quotation. Any additional jobs required will be charged at the extra cost and will be quoted separately in writing.

All invoices will have clear instructions of payment details and time scales. Any late payments will incur a 3% late payment of the total amount due. The postal charge and legal fees are not included in the 3%. Please see Payment section for details.

*Residential properties and clients:* By accepting our service, you enter into the contract with All Guttering and agree to our terms and conditions. We provide written quotations via email, text message or Whatsapp application for Clients' convenience. Any written communication is deemed to be a written confirmation of the services requested. Same terms as for commercial clients apply regarding the payment.

### **Payment policy**

*Commercial properties:* Full payment must be received within 10 days of the service or the invoice date (unless otherwise stated). If the client fails to comply with the payment policy, their account and services will be suspended until arrears have been settled. Legal action may be taken if you fail to pay.

You will be charged a late payment of 3% of you invoice price.

NOTE: We reserve the right to charge you £5 for letters, £10 for legal notices, £20 for returned payments, and any third-party costs involved in tracing you, returned cheques, debt collection and legal action. These prices are subject to change without an advanced warning. We also reserve the right to pass unpaid accounts to a debt collector/solicitor for recovery/legal action, to whom we may assign the debt and all rights without restriction. Should you dispute an outstanding invoice and claim to have made payment, the onus is on you to prove payment has arrived and cleared. We cannot accept any liability for cheques, postal orders or cash that has been lost in the post. We strongly advise against sending cash in the post.

*Residential properties:* Payment is due after the completion. You may pay in cash or cheque. We do not accept bank transfers for residential properties. For residential clients same payment terms and conditions apply as for commercial unless agreed otherwise in writing.

We aim to ensure customer satisfaction and will do our best to provide you with the good service. Customers must ensure that the terms and conditions are read thoroughly and adhered to. We reserve the right to amend these terms and conditions without notice.

### **Deposit policy**

Clients will be required to pay the deposit for the materials needed for the services. The company will purchase all necessary material using the deposit. The amount of the deposit will be specified on the quotation.

The deposit becomes non-refundable once the order for materials has been placed.

The client has 24 hours (unless agreed in writing otherwise) to cancel the service and retain the deposit.

Deposits are paid as soon as the booking of the service is made.

### **Your right to cancel**

The client has 24 hours to cancel any booked service that has not been placed with the order by paying a deposit.

After 24 hours, if the client wishes to cancel the service, the deposit will not be refunded. The 25% of the quoted amount will be charged if the cancellation is made after the stated period. We retain the money to cover the company's expenses and losses as a result of cancellation.

If you wish to postpone our services, you must provide at least 30 days' written notice. You may inform us in writing by post, email or text.

We aim to work in cooperation with a client and do our utmost best to avoid unnecessary charges and losses. Our priority is to provide good service and maintain client's satisfaction.

## **Special Arrangements**

In order to provide good service, we require good communication between the parties. This involves:

- Provision of full address and telephone numbers for communication purposes
- Access to the property at the times when the services are scheduled
- At times we need access to water taps, electric sockets or neighbouring properties

It is Client's responsibility to have these arrangements prior to us starting the work. To avoid delays on work, we need to be able to have an easy access to the listed items above.

Any concerns and issues that may arise need to be raised in writing prior to the start of the job. For instance, use of ladders, placement of a skip, disposal of building materials, special care of certain items like plant pots, vases, etc.

## **Work Guarantee**

Materials used for a specific job will be under manufacturer's guarantee which will vary.

Labour guarantee for the workmanships is as follows:

- Gutter repair using a minimal of new products carries 3-6 months guarantee.
- Gutter clearing depends on individual properties and their locations.
- Gutter/ fascia and soffit instalment using all new products carries 1 year guarantee.

The guarantee does not cover the 'Act of God', such as wild winds and gusts, hurricanes and tornadoes, storms and excessive amount of rains. Anything damaged by nature is not guaranteed. The third party involvement or circumstances beyond our control and also not covered under guarantee.

Certain jobs (like external painting) are subject to weather conditions and cannot be provided with a specific term of guarantee.

All guarantees are subject to specific characteristic of the properties and individual jobs will be discussed with Clients. The client will be required to retain the receipt that we issue for any guarantee to be valid.

Note: guarantees are only valid for the jobs that have been carried out by our company staff on the specified parts only.

## **Complaints Procedure**

All complaints to be made in writing via email to [info@allguterring.co.uk](mailto:info@allguterring.co.uk)

Please ensure to provide specific dates, times, locations and the nature of your complaint. We will endeavour to resolve the matters as soon as possible.

