

BOILER TERMS AND CONDITIONS

Definitions

1.1 "Company" refers to Jensen's Heating & Plumbing LTD.

1.2 "Customer" refers to any individual or entity purchasing boiler installation, servicing, or heating system upgrades from the Company.

1.3 "Services" refers to the installation, servicing, and upgrades of boilers, central heating systems, and related components.

1.4 "Equipment" refers to all materials and products supplied by the Company, including boilers, pipework, controls, radiators, and accessories.

2. Scope of Services

2.1 The Company provides the following services:

- Installation of new boilers and central heating systems.
- Servicing and maintenance of boilers to ensure efficiency and safety.
- Upgrades and replacements of heating system components.

2.2 The Company supplies all necessary equipment but may reuse existing controls where suitable.

2.3 All work is carried out by the Company's employees or subcontractors.

2.4 Free services*** Service must be booked by yourself we will not contact you for any free services given. Service must be booked between month 11 and month 13 of the boiler install. Any bookings outside of this time frame will forfeit the first year service.

3. Guarantees and Warranties

3.1 The Company provides a one-year workmanship guarantee on all installations from the date of completion.

3.2 The boiler and heating system components are covered by the manufacturer's warranty, subject to their specific terms and conditions.

3.3 To maintain the validity of the manufacturer's boiler warranty, the Customer must arrange for annual servicing by a qualified professional (this does not have to be the Company).

3.4 We offer free aftercare support for 48 hours following the installation of your new boiler, to resolve any initial issues.

Inclusions:

- Free phone support for troubleshooting.
- On-site visit if the issue can't be resolved over the phone.

Exclusions:

- Damage caused by misuse or neglect.

Issues from third-party alterations or work.

- How to Contact Us:

- Reach us by phone or email within 48 hours for assistance. After this period, services will be charged at standard rates.

4. Payment Terms

4.1 A deposit is required upon acceptance of the quotation. Payment of this deposit constitutes acceptance of these terms and conditions.

4.2 The final balance is due upon completion of the work.

4.3 If payment is not received within two week of invoicing, a late payment fee of 2% per week will apply to the outstanding balance.

5. Cancellation Policy

5.1 The Customer may cancel the service at least 48 hours before work is scheduled to begin for a full refund.

5.2 Cancellations made within 48 hours of the scheduled start date will incur a 20% restocking charge for materials.

6. Customer Responsibilities

6.1 The Customer must ensure the work area is clear and safe before installation or servicing begins.

6.2 If unforeseen issues arise, such as hidden pipework defects, structural problems, or outdated system incompatibilities, work will pause until a revised price is agreed upon.

6.3 The Company is not responsible for faults in existing pipework that occur after a power flush or system upgrade to higher pressure.

7. Liability and Indemnity

7.1 The Company takes reasonable precautions to prevent damage to the Customer's property during installation or servicing.

7.2 The Company shall not be liable for:

- Pre-existing defects in the heating system.
Undersized gas pipework unless previously discussed.
- Damage resulting from old or deteriorating pipework when upgrading to a pressurised system.
- Loss of heating or hot water due to issues beyond the Company's control, such as gas supply interruptions.

7.3 The Customer agrees to indemnify the Company against any claims arising from improper use or maintenance of installed equipment.

8. Issues and Complaints

8.1 If the Customer identifies an issue with the installation or service, the Company will make reasonable efforts to address and resolve the problem.

8.2 In the event of an unresolved issue, the Customer may withhold up to 10% of the final payment until the issue is resolved. The Customer may not withhold more than 10% under any circumstances.

9. Compliance and Data Protection

9.1 The Company complies with UK data protection laws in handling customer information.

9.2 The Company follows Environmental Agency regulations concerning waste disposal and environmental safety.

10. Applicability to Residential and Commercial Customers

10.1 These terms and conditions apply equally to residential and commercial properties requiring boiler installation, servicing, or heating system upgrades.