

# TERMS AND CONDITIONS

All work undertaken is subject to these terms and conditions.

## **ORDERS/PAYMENT**

Large orders must be in writing/email and in agreement to these terms and conditions. Payment of 50% deposit, or as agreed, is required before work can commence and the balance is due immediately on job completion or issue of final invoice. Any delay in payment will incur interest at 2% above current base rate. If payment has not been made within thirty calendar days from the date of job completion/invoice, Willett Technical Services Limited (WTS) retains the right to remove the goods, materials or parts, at the expense of the customer, from where the work was carried out.

## **ESTIMATES/ADDITIONAL WORKS**

Work to be carried out is strictly limited to the detail within the estimate and any additional requirements, requests or wishes will incur additional time and costs, and the customer must meet these. Estimates are given on the basis that additional works may be required to complete the installation or service due to unforeseen or developing circumstances. WTS reserves the right, without prior notice, to make alterations to any works carried out in order to make an appropriate installation. Existing installations/building fabric may be found to be in a poor condition once uncovered or may fail due to disturbance or vibration. WTS cannot be held liable for any additional work or time required for this and the cost must be borne by the customer. Before any electrical work can be undertaken it is a legal requirement that all main/supplementary earth bonding meets regulations. The customer must meet any remedial costs.

## **TITLE TO GOODS**

All goods, materials and parts supplied and delivered by WTS to you, or your premises, shall remain the property of WTS until the final invoice is paid in full. Whilst goods remain on your property and WTS continue to have title over them, WTS have absolute authority to retake, sell or otherwise dispose of all or any of those goods. The risk of the goods will pass to the customer on delivery to the customer. The customer should insure them at replacement value.

## **RISK TO PROPERTY**

WTS will endeavour to carry out all works with care and exercise all reasonable steps to safeguard your property. However there is always a risk of marks, water leaks, weeps and scuffs whilst works are carried out. This risk must be borne by the customer. It is conditional that the customer removes, covers or protects any property, furniture or carpets that could be affected by the works, including the route to the work area, and especially for goods of high financial or sentimental value. This is the customer's responsibility.

## **CANCELLATION**

Cancellations are accepted up to thirty full days before the work commencement date. A charge will be made for goods specially purchased for the customer, and will be delivered to the customer. WTS may, at its discretion, waive this charge and only if the special goods can be readily used elsewhere. A cancellation charge of £25 exists for all cancellations made. WTS reserves the right, without liability, to cancel any works. Where possible, fifteen days notice of such cancellation will be given.

## **EXCLUSIONS**

WTS are unable to guarantee work, parts and equipment supplied to you if misused, treated negligently or repaired, modified or tampered with by anyone other than WTS. Where WTS carry out works for you using your materials, WTS take no responsibility for the quality, fitness for purpose or otherwise of those materials. Electrical wiring may fail testing and additional remedial works may be required at the customer's expense to rectify such failures. Faults may appear on electrical, gas or other equipment after servicing/inspection and this may be due to an existing fault being realised after a disturbance. This does not mean WTS has caused the fault and WTS is not responsible for the repair of such faults. Although power flushing central heating systems is essential for the installation of new boilers in old systems, there is no guarantee old deposits/sludge will not become water borne in due time and possibly damage the boiler, invalidating the manufacturer's conditional guarantee. WTS cannot be held responsible for this and any repair costs are to be met by the customer. The physical size, location or acceptability of equipment installed is at the owner's risk. The owner must prior check suitability to ensure satisfaction. If the owner leaves this to the discretion of WTS, WTS are not responsible for its acceptability or otherwise to the customer. Any errors, faults or omissions must be reported to WTS immediately when found and no later than seven days after completion of the work. This does not affect your statutory rights.

WTS is fully insured to £2M.

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