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## TERMS AND CONDITIONS

These are Local Plumbers (London) Limited's Terms & Conditions. This document informs our customers of our service Terms & Conditions.

Please ensure you read these terms before using our services. By using our services as you are agreeing to these terms before, during and after any works are carried out. Local Plumbers takes no responsibility if the customer chooses not to read these Terms & Conditions before any work commences at their property. A copy of these terms is also available on our website [www.local-plumbers.org](http://www.local-plumbers.org)

Local Plumbers (London) Limited offer the following services: -

- Enquiries
- Estimates
- Installations
- Repairs
- Emergency Call Outs
- Servicing
- Guarantees
- Parts

We reserve the right to refuse or decline to undertake any work. We reserve the right, at our absolute discretion, to designate the tradesperson/tradespeople who will represent us.

The total charge to you will consist of the cost(s) of:

- Labour (the amount of time spent by the tradesperson carrying out work) including all reasonable time spent in obtaining non-stocked materials, charged in accordance with our current hourly rates. Customers are expected to sign for the time on the invoice when the engineer arrives at the property and when they depart. This indicates they are agreeing to the times the engineer has been on site

- Materials supplied by us

All charges are subject to VAT at the prevailing rate, except in cases where the work carried out free of charge. Free of charge works are carried out at the discretion of the Director, Darren Allen.

Where a written estimate has been supplied to you, the total charge outlined in the estimate. Local Plumbers requires a 50% payment immediately of the total cost of the estimate upon instructing Local Plumbers that you would wish to have the works carried out. Local Plumbers will not book the works in or order any materials until this payment is made. Should works exceed the quoted price you will be informed at the earliest opportunity and Local Plumbers will discuss with you the best way to proceed.

Any additional works will not be undertaken without your agreement for your peace of mind.

Upon completion of work you will be invoiced for the balance which is due upon receipt. Also, this invoice it will give a brief description of the works carried out.

Parts supplied and installed by Local Plumbers (London) Limited will remain the property of our company until payment is received in full.

You accept sole liability to make payment in full upon completion of works.

Local Plumbers (London) Limited reserves the right to refer payments to a third-party debt collection agency if payments are not made within a reasonable time frame without explanation. It is the customers responsibility to keep Local Plumbers (London) Limited informed with reasonable contact if there is an issue with payment.

Credit is not offered to private paying customers unless prior agreement is made with the Director, Darren Allen.

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Local Plumbers (London) Limited always endeavours to give customers a time guide of when an engineer will arrive to site and will update you if they are delayed.

If you need to cancel your booking/appointment, you must notify us as soon as possible. You may be charged for bookings if you confirm a booking and are not at site when the engineer arrives. Any special-order parts must be paid for before Local Plumbers (London) Limited places the order. If the location of site is outside our usual area you may be charged in advance of your booking.

Local Plumbers (London) Limited are committed to providing professional, top quality service to every customer. All repair works are guaranteed for three months from the invoice date. All parts have a manufacturer guarantee. Only parts supplied by Local Plumbers (Limited) London will be installed, we add a 20% mark up. If, after we have carried out the work, you are not wholly satisfied with our service(s) you must provide us with written notice within 3 months. Upon receipt of your notice we will confirm we have received your notice and carry out an internal investigation. Once this investigation has taken place, we will confirm our findings and discuss with the customer a way forward. Written notice and complaints will not be investigated by Local Plumbers (London) Limited if they are after the 12 months of the invoice date.

Work carried out by other professions and Plumbing and Heating organisations are not the responsibility of Local Plumbers.

You will be solely liable for any hazardous situation in respect of the Gas Safe Regulations or any Gas Warning Notice issued by a Local Plumbers (London) Limited tradesperson. Our tradespeople operate under Local Plumbers (London) Limited Gas Safe Registration and, as such, are solely responsible for any gas related work and subsequent liability.

Local Plumbers (London) Limited is a company incorporated in England and Wales with registered number: 09516095.

Our registered office is: Local Plumbers (London) Limited House, 2-4 Packhorse Rd, Gerrards Cross SL9 7QE

Our registered VAT number is: 245 3030 41