

Before the installation?

- Thank you for placing an order. You will be asked to pay a deposit invoice and pay that invoice before work commences.
- If you have any questions about the works, please let us know beforehand, changes on the day may not be possible. **Please ensure you have read your estimate/quote carefully** including our terms and conditions which can be found on our website. We are there only to do the work described in our quote/estimate. You must inform us of any defects with your existing building/services/equipment.
- **With bathrooms it is important that you have checked all the items listed in the quote are what you want. Do not assume that the discussion you had with the estimator/surveyor is reflected in the quote/estimate. If it is not written on the quote/estimate it will not be included. You should bring any questions/queries to our attention before placing your order.**
- Inform your neighbours if our works may affect them. Please ensure the position of your external flue does not impinge on any property boundaries.
- Please clear the work area and ensure there is clear access between the front/back doors and the work area. As our team may be carrying tool bags and large appliances, we need to ensure there are no obstacles or trip hazards. At the work area, there needs to be plenty of space for the team to work, as they will need to lay their tools out and there may be more than one person working in the space.
- If there are issues over access, for example if we need access to the loft, please let us know if you do not have: a loft ladder, a boarded loft, or a light in the loft.
- If you are concerned about any flooring or objects/furniture, please ask our engineers to supply dust sheets. Please note all works create mess including dust & dirt. Dust sheets and towels may be a basic cover but cannot keep all dust and dirt out.
- **If we need to make good the exterior brickwork, you will need to source and supply the bricks.**

On the day of the installation?

- Please ensure parking is available on the property or next to the property. We may arrive with up to 3 vehicles. Our team need to carry heavy tool bags or appliances and be going back and forth to the vehicles, so easy access is needed.
- All pets will need to be placed in a 'safe' room where the team will not be working. As doors and windows may be left open, it will **not** be the team's responsibility to keep your pets safe. You will need to inform the team which rooms they must NOT go into if pets are in there.
- You'll need to be at the property to allow our engineer access.
- We will arrive between 8am and 9am and may be there until 5pm (estimated). The job may take more than one day.
- **You will also need to be on site to check materials during the works to ensure they match your quote/estimate and especially at the end of the works, where you must inspect all aspects of the works and sign a job sheet to state you are satisfied with the works.**
- Due to health & safety it is often impossible for our team to take off their footwear but if you wish us to put on shoe protectors we will do so upon request, if safe to do so. Please make our team aware of this **before** they enter the property. Please make available a toilet and a sink for our team to use and please tell them where they are. If you have any 'house rules', please let the team know. Please allow our team access to drinking water.

- Our engineers will **only** remove rubbish and appliances/materials as described in your estimate/quote. If you wish to keep anything we remove, you must let the team know at the **start** of the works. Rubbish removal may be chargeable.
- We are on site to install an item/appliance; this item/appliance may not be an exact match in size/dimensions to what is being removed. This means that new holes may need to be drilled or alterations made to pipework etc. The installation also must meet manufacturer's or British standards, and this may result in unsightly works. Items/appliances may be a different size to the existing and therefore may not fit in the same space. If making good or plastering or rendering is required the customer is responsible for these making good works, this is not included in your price.
- Gas supply pipework will run externally, where specified/required. We will connect onto your existing services, pipework and system which we assume is in full working condition. All pipework will run on the surface. Waste pipework will run into the nearest waste or drain.
- Where your services/pipework goes to outside, we will make good the brickwork with bricks you supply, but not rendering, or on the roof, we will not provide felt/tiles.
- Our team will do a "builder's clean" before we leave the property - this is **NOT** a standard house clean. It is the removal of rubbish and initial dust & debris from the work area. If you are having work which creates dust, please be aware that dust and dirt can repeat-settle for some time afterwards.

After the works.

- Any appliances should be registered with the manufacturer and any regulatory bodies. You should keep the paperwork in a safe place.
- A 40% balance invoice will be issued, this will have details of, when to pay and methods of payment, included. On full payment being received any paperwork/ certification will be sent to you.
- It is responsibility to ensure you meet the terms and conditions of your items/appliances warranty.
- Please refer to www.christyplumbing.co.uk for our latest terms and conditions.



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