CHRISTY
Plumbing & Heating
info@christyplumbing.co.uk
01234 325 620

Christy Plumbing & Heating Ltd

Terms & Conditions of Business
(Applicable to all Clients, including but not limited to: Domestic, Commercial, Government & Non-Profit)
Version Date: 23rd January 2026

Company Information
Christy Plumbing & Heating Ltd
Registered in England & Wales (No. 7172135)
Trading Address: 199 High Street, Clapham, Bedford MK41 6AJ
Registered Office: Collett Hulance Chartered Accountants, 40 Kimbolton Road, Bedford MK40 2NR
VAT No: 905318245

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1. Introduction

These Terms & Conditions ("Terms") set out the agreement between **Christy Plumbing & Heating Ltd** ("we", "us", "our", "engineer") and **you**, the client (domestic homeowner, landlord, tenant, business, government, education setting, charity, supplier, merchant, retailer, or other person or organisation), for the supply of plumbing, heating, hot water, renewables and associated services.

By enquiring, booking, ordering or using our services, you agree to these Terms. The latest version is always available on request and replaces all previous versions.

These Terms protect both your rights as a customer and our rights as a service provider in accordance with **UK consumer and contract law**, including the *Consumer Rights Act 2015*, the *Consumer Contracts Regulations 2013*, and the *Supply of Goods and Services Act 1982*.

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2. Definition of Services

"Services" means any work we provide, including but not limited to:

- Enquiries
- Virtual assessments
- Site visits
- Estimates and quotations.

- Project work and installations
- Repairs
- Care Plans
- Servicing and Maintenance
- Emergency callouts
- Consultations & advice
- Purging & Testing
- Reports and paperwork
- Warranties and guarantees.

We reserve the right to decline any work at our discretion and to assign whichever engineer(s) we consider appropriate.

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3. Hourly Rate Work

Where work is charged at our hourly rate:

- You will be charged for the time spent on your job, including reasonable time spent diagnosing, fault-finding, investigating, sourcing, ordering, collecting, and administering your works and materials.
- Attendance for diagnosis does not guarantee a repair on the first visit. Further parts/labour may be required and will be quoted separately.
- You will be charged a standard minimum of one hour on all jobs.
- Custom first hour charge will apply for specialist engineers or their services.
- Time is charged in **15-minute increments** after the first **minimum one-hour** charge.
- Labour rates include company overheads and are subject to VAT at the prevailing rate.
- Standard item materials are charged at **trade price +20% handling fee + VAT**. Specialist/rare/non-stock item materials are charged at **trade price +30% handling fee + VAT**. Emergency sourced materials are charged at **trade price +35% handling fee + VAT**.
- We will not disclose company finances including material and labour costs.

- Travel, parking, or congestion costs are charged where applicable.
- Telephone advice that resolves an issue without attendance may be charged at **£25 + VAT**.
- An administration charge shall be made for all paperwork not included in our quote/estimate and subsequently requested by you (or a third party on your behalf) including reports, certificates, warranties, risk assessments, method statements, this charge will be no less than £75.00 +VAT.
- Charges apply to normal working hours (**Monday–Friday, 8 am–5 pm**). Additional rates/charges apply to out of hours/bank holiday/weekend working.
- On works completion you will be asked to inspect the works to ensure you are satisfied and test the works to ensure the system or product is working as you would expect. Once you have signed the works record, you are liable to pay the charges. If no one is at home to check the work, you are liable to pay the charges.

Deposits:

- New customers: up to **100% non-refundable deposit**.
- Works over £300: **up to 50% deposit**, balance invoiced in stages to completion.

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4. Fixed Price Work

For fixed-price works, you will receive a written quotation or estimate (manifest errors exempted) including labour, company overheads, and materials.

Charges apply to normal working hours (**Monday–Friday, 8 am–5 pm**). Additional rates/charges apply to out of hours/bank holiday/weekend working.

We are not bound by any quote or estimates given orally. We are only bound by quotes/estimates issued to you in a durable media.

We are not obliged to provide a quote/estimate to you.

We will not disclose company finances including material and labour costs.

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We may revise an estimate/ quotation if:

- You request additional or changed work, including additional administrative support.
- Material, equipment hire, or transport costs increase.
- Unforeseen issues arise once work begins.
- There was a manifest error in the original quotation.

Quotes/estimates are **valid for 7 days** unless stated otherwise.

Deposits:

- New customers: up to **100% non-refundable deposit**.
- Works over £300: **up to 50% deposit**, balance invoiced in stages to completion.

On works completion you will be asked to inspect the works to ensure you are satisfied and test the works to ensure the system or product is working as you would expect. Once you have signed the works record, you are liable to pay the charges. If no one is at home to check the work, you are liable to pay the charges.

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5. Materials

- Non-stocked materials may incur a collection fee.
- Standard item materials are charged at **trade price +20% handling fee + VAT**. Specialist/rare/non-stock item materials are charged at **trade price +30% handling fee + VAT**. Emergency sourced materials are charged at **trade price +35% handling fee + VAT**.
- Time spend researching and sourcing unbranded or unknown materials or parts will be chargeable.
- Only manufacturer or supplier warranties apply to materials; you are responsible for registering products for the warranty as required.
- You are responsible for maintaining & meeting the servicing requirements of the manufacturer’s warranty and their terms and conditions.

- Time spent making warranty claims on your behalf will be chargeable.
- Only essential product data will be shared with you.
- We accept no liability for materials supplied by you. Extra charges may apply if your materials are delayed, faulty, damaged, missing, or incompatible.
- Removed parts become our property for safe disposal unless you request their return at booking.
- General waste disposal is excluded unless stated in writing.

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6. Estimates & quotations

All estimates and quotations provided by Christy Plumbing & Heating are based on the information available at the time of preparation and are subject to change if the scope of work alters.

Estimates

- Estimates are given as an approximate guide to the expected cost of work.
- The final price may vary depending on actual labour time, materials required, site conditions, or unforeseen issues discovered once work has commenced.
- Estimates are not fixed prices and do not constitute a binding offer.

Quotations

- Quotations are fixed-price offers for the specific work described and are valid for a period of **[e.g. 7 days]** unless otherwise stated.
- Quotations are based on the assumption that the work can be carried out under normal conditions and during standard working hours.
- Any additional work, variations, or changes requested by the customer — or required due to unforeseen circumstances — will be charged separately and agreed in advance where possible.

Exclusions

Unless expressly stated otherwise, estimates and quotations do not include:

- Remedial work arising from pre-existing or latent faults or non-compliant installations
- Repair of hidden or inaccessible pipework, wiring, or structural elements
- Making good decorative finishes (including plastering, tiling, painting, or flooring)
- Disposal of waste materials beyond normal trade waste
- Work required due to asbestos, hazardous materials, or poor site conditions

Variations

If additional work becomes necessary during the course of the job, Christy Plumbing & Heating will inform the customer as soon as reasonably practicable. Any additional costs will be charged separately and added to the final invoice.

6. Customer Responsibilities

You agree to:

- Read and understand these Terms and any emails, letters, messages or quotes/estimates before work begins. These terms are in addition to the terms detailed on any communications/ estimates/quotes/invoices.
- Place an order in a durable media.
- Provide accurate & complete information, clear access, and safe working conditions (including lighting, electricity, and running water).
- Ensure free parking is available within 30 m of the property; any parking fees are chargeable.
- Prepare the area by removing personal items and protecting flooring. If our engineers must move items, time will be charged. Access and egress must be kept clear.
- Obtain any required permissions, consents, or third-party access.

- Allow the engineers during attendance, to take photos, videos or audio recordings for record-keeping and compliance.

- Disclose known hazards (e.g. asbestos, lead paint) and comply with all applicable laws including health & safety regulations. You will be responsible for removing those hazards. Notify us of any local restrictions that could impact on the delivery of the works, for example, parking restrictions, step stairs, no access equipment or lighting.

- Have someone at the property during the works and comply with any additional obligations as set out in the quote/ estimate/contract. At the end of the works you must test and inspect the works and sign the job sheet that you are satisfied with the works carried out and your system is working as expected.
- Be responsible for the condition of existing systems we connect to and understand that repairs to pre-existing or latent system faults, leaks, blockages, or sludge is excluded. Any additional issues discovered during installation or commissioning will be reported and quoted separately before proceeding. When replacing parts on older or unknown systems, overall system performance cannot be guaranteed. We are just repairing or replacing one part which is just one part of your overall existing heating , plumbing and hot water system, we are not carrying out works on the remainder of your system.

- Keep all materials, equipment, documents, and other property of ours at your premises in safe custody and not dispose of or use our materials or equipment other than in accordance with our written instructions or authorisation.
- Be liable for the condition/status of the property including existing pipework, services, appliances, sanitaryware, brassware; as well as heating, hot water, electrical and air-conditioning, waste and drainage systems and be responsible for disclosing any existing issues, faults or defects which may affect any surveys, quotes/estimates or works including boundary issues.
- Be responsible for ensuring all services can be turned off locally.
- Ensure that any appliances are in an accessible, working and serviceable condition, if we are unable to carry out the works due to the appliance not being accessible or in a working & serviceable condition the Company reserves the right to charge.
- Clearly identify positions/sites for equipment/appliances for example boilers, flues, pipework, radiators, sanitaryware etc – if you do not identify positions/siting then we will install and position items using its judgement, and if you are not satisfied with the position/siting you are liable to pay for the initial works and subsequent changes. We will propose the works in line with manufacturer's recommendations, British Standards and/or current regulations, if you do not want the works conducted with that approach, we

will not be liable for consequential works or implications for warranties/guarantees.
- Check all specifications, materials and fittings supplied by you in advance of the commencement of works, and materials & fittings must be on site at the commencement of works.

- Pay any additional costs arising from delays, access restrictions, or other contractors' involvement.

If we attend but cannot carry out work due to your actions, lack of access, or late cancellation, you will be charged in full.

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7. Scheduling of Works

- We do not confirm start dates until an order and deposit are received.
- All dates and times are estimates and subject to change.
- We will not be liable for delay due to factors outside our control (e.g. supplier delays, strikes, illness, or weather).
- Normal arrival appointment windows are **4 hours**.
- The Company will assign whichever engineer(s) we consider appropriate. If you wish to define which engineer attends, you may be charged additionally.
- Hourly and fixed price works are based on the works taking place Monday-Friday 8am to 5pm. Works taking place outside of these times, including bank and public holidays, may be subject to additional charges.

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8. Payment and Invoicing

- Deposits are due immediately upon acceptance of a quotation or booking.
- Remaining balances are due **on receipt of invoice** unless otherwise agreed in writing.
- We reserve the right to charge an **administration fee of £75 + VAT** for each payment chase.
- Interest may be added to overdue invoices under the **County Courts Act**, above the Bank of England base rate.
- Payment methods may incur processing fees.
- Refunds will be issued as credits against future works.

- Certificates, warranties, and documentation will not be issued until full payment is received.
- If snagging remains, 95% of the total must be paid on completion, with the remaining 5% payable once snagging is complete or after 14 days if access is not provided.

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9. Cancellation Rights

Consumers (Domestic Clients)

For fixed price or pre-booked work You have the right to cancel within **14 days** of entering into the contract.
If work begins (including administration/within that period, you will pay for work and materials provided up to the cancellation date.
If work is completed during the 14-day period, you lose your right to cancel.

Cancellations must be made in a durable medium.
If cancelled with less than **24 hours' notice** (or within **4 hours** for same day/emergency work), you will be charged at least our **minimum hourly rate + VAT** plus any materials ordered or used.

All other Clients (commercial, education, and non-Profit clients)

Orders may be cancelled in writing, but all costs incurred and lost profit up to cancellation will be charged.
Late or same-day cancellations are subject to the same minimum charge policy above.

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10. Inspection, Complaints, and Defects

You are responsible for inspecting work before our engineer leaves.

If you believe work does not meet the agreed specification, notify us **in a durable medium within 7 days** where you will be required to provide evidence. Our complaints policy is available on our website.

If we agree the issue is our responsibility, we will rectify it at our own cost. If

however, the issue is with products you provide, or your existing system, you will be liable for all charges.

If you bring in another assessor/ contractor before allowing us to inspect or remedy a defect, you accept full responsibility for related costs.

We provide a **12-month labour warranty** for workmanship, provided all invoices are paid in full and no third-party interference has occurred.

We are not responsible for:

- Manufacturer's warranties or guarantees.
- Materials, structures, or systems not installed by us. Connections to existing pipework, services, fittings, water tank systems, sanitaryware, brassware, sinks, and existing flue or condense installations are made at your risk.
- Defects caused by misuse, wilful act, wear and tear, age, other parties, or existing faults.
- Roofing, blockages or drainage issues.
- Work on non-compliant or aged installations (over 5 years old).
- Works carried out where we have not recommended it or works we did recommend but conducted by others.
- Any work undertaken on instruction from you, & against the written or verbal advice of us.
- Any hazardous situation in respect of Gas Safe regulations or where a warning notice has been issued.
- Registering products for their warranty or guarantee or reminding clients about maintenance.
- Liability for, or guaranteed suitability of; existing services, appliances or equipment supplied by you & will accept no liability for any consequential damage or fault.

We aim to acknowledge complaints within **5 working days** and resolve them within **28 days**.

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11. Warranties and Guarantees

Our labour warranty covers workmanship for **12 months**.
Materials carry only the manufacturer's warranty.

Warranty is void if:

- Equipment is misused, tampered with, or modified by others.
- Work was carried out against our professional advice.
- Payment has not been made in full.

We do not guarantee:

- Drainage, macerator, or waste system work.
- Connections to existing services or equipment.
- Systems over five years old or not installed to current standards.

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12. Title to Goods

All goods and materials remain **our property** until payment is received in full.
Risk passes to you upon delivery or installation.
We reserve the right to recover or remove unpaid goods and to seek a court order preventing their sale or transfer.
You must insure such goods at replacement value while in your possession.

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13. Liability and Insurance

We carry full **public and employer's liability insurance** as required by law.
We are not liable for:

- Pre-existing faults or inadequate systems.
- Consequential loss, business interruption, or loss of revenue.
- Delays caused by third-party contractors or access restrictions.
- Damage caused by conditions beyond our control (e.g. corrosion, limescale, freezing, or electrical faults).

Nothing in these Terms limits our liability for death or personal injury caused by negligence or fraud.

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14. Governing Law

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These Terms and all related contracts are governed by the **laws of England and Wales**.
Any disputes will be subject to the **exclusive jurisdiction of the English courts**.

Schedule A – Supplier Terms

These Terms apply to any **Suppliers** providing goods or services to Christy Plumbing & Heating Ltd.

A1. Acceptance of Terms

By accepting an order from us, the Supplier agrees to these terms, which override any conflicting Supplier terms unless otherwise agreed in writing by a company director.

A2. Quality and Standards

All goods and services supplied must be:

- Of satisfactory quality and fit for purpose
- Accurately described and delivered as agreed.
- Compliant with all relevant laws, regulations, and safety standards

A3. Defective or Substandard Goods/Services

If goods or services are defective, delayed, unsafe, or incomplete, we may:

- Reject them.
- Require prompt repair or replacement at no cost to us.
- Request a full or partial refund.
- Recover direct and indirect costs (engineer time, admin, travel, customer compensation, delays, disposal, etc.)

A4. Latent Defects and Warranty

Suppliers remain responsible for latent defects discovered later in normal use and must cooperate fully to resolve them.
All warranty or guarantee obligations must be honoured promptly.

A5. Liability and Indemnity

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Suppliers accept full financial liability for losses caused by their defective or delayed goods or services, including consequential losses, and indemnify Christy Plumbing & Heating Ltd for resulting claims or reputational harm.

A6. Payment and Legal Jurisdiction

Payment terms are as agreed on our purchase order.
These Supplier Terms are governed by the laws of England and Wales.

Schedule B – *Commercial, Government & Non-Profit Clients*

- The Client is responsible for providing clear access to plant rooms, service areas and any locked or restricted spaces.
- Delays caused by administrative processes (e.g., waiting for escorts, ID badge clearance, classroom access restrictions, safeguarding checks, fire drills, unavailability of site staff, authorisation delays) may incur additional labour charges.
- If the Company is unable to commence work due to site restrictions outside of its control, a call-out or standing time fee may apply.
- The Client must ensure that sufficient site staff are available to escort engineers where required by school policy.
- The Client is to ensure the Company are provided with an up-to-date site plan, fresh water access and first aid facilities.

Safeguarding & Working Hours

- All engineers will carry photo ID , and DBS certificates or a letters of assurance are available on request. It is the Client's responsibility to check all ID and certification.
- The Company will comply with the Client's safeguarding policies, including sign-in/out and visitor control procedures.
- Works may be scheduled outside normal working hours where either requested or required, subject to availability and cost adjustments.
- If unforeseen risks are identified, the Company may suspend work until safe working conditions are ensured. Charges for delays may be incurred by the Client.

Responsibilities of the Client

The Client agrees to:

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- Provide a written order for all works in a durable medium whether this is email, text, WhatsApp postal or purchase order.
- Provide accurate information about the issue prior to the visit.
- Ensure safe access and a responsible staff member on site.
- Obtain any necessary internal approvals before issuing instructions.
- Notify the Company of any system shut downs required before work.
- Provide access to utilities (water, gas, electricity) necessary to carry out the work.

Exclusions

Unless explicitly stated, the following are excluded:

- Structural work, building repairs, and making-good beyond minimal disturbance.
- Replacement of obsolete or discontinued parts not reasonably obtainable
- Works requiring third-party specialists unless included in the quotation.
- Damage caused by pre-existing defects, wear & tear, corrosion, limescale or external factors.
- Costs arising from asbestos discovery or access restrictions.
- Delays caused by safeguarding processes or administrative approvals.
- Consequential damage arising from system failures beyond the Company's control.
- Liability for costs incurred due to heating or hot water downtime during repairs.
- Providing RAMS as part of these T&Cs (RAMS may be submitted separately on request and are chargeable)

Liability

The Company is insured for public liability and employers' liability as required by law. The Company is not liable for:

- System failures caused by ageing equipment, or connecting onto existing equipment.
- Delays caused by the Client's internal processes or safeguarding rules.
- Loss of revenue, disruption to operations, or closure of facilities
- Pre-existing faults or poor installation by previous/other contractors

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Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Schedule C – *Care Plans & Service Agreements*

Terms and Conditions relating to Care Plans & Service Agreements Detailed Separately.