

****Terms and Conditions****

Welcome to Heat-Plex Limited. These terms and conditions outline the rules and regulations for the use of our plumbing and heating services.

****1. Introduction****

By accessing and using the services of Heat-Plex Limited, you agree to comply with and be bound by the following terms and conditions. If you do not agree with any part of these terms, you must not use our services.

****2. Services****

Heat-Plex Limited offers gas, plumbing and heating, boiler and general maintenance services, including but not limited to installation, repair, and maintenance. All services will be provided as per the details agreed upon in the service agreement or quotation.

****3. Charges****

Our charges start at £100 + VAT per hour with a minimum charge of one hour. Materials and vehicle charges are calculated upon completion of works. Any additional costs, required to complete the job to regulation standards, will be communicated and agreed upon before proceeding. Rates are subject to increase during out of hours or weekend works. Working hours are 8am – 5pm, Monday-Friday.

****4. Quotations and Estimates****

All quotations and estimates provided by Heat-Plex Limited are valid for a period of 30 days from the date of issue. We reserve the right to withdraw or revise any quotation or estimate at any time before acceptance.

****5. Appointments and Scheduling****

Appointments are scheduled on a first-come, first-served basis. While we strive to meet all scheduled appointments, unforeseen circumstances may cause delays. In such cases, we will notify you as soon as possible and reschedule at the earliest convenience.

****6. Payment Terms****

Payment is due upon completion of works unless otherwise agreed in writing. Invoices are payable immediately upon receipt. Payment methods accepted include bank transfer, credit/debit card, and cash. Late payments will incur interest at a rate of 10% per week until paid in full.

****7. Ownership of Materials****

All and any materials used in the provision of our services remain the property of Heat-Plex Limited until full payment for the service undertaken is received.

****8. Cancellation and Rescheduling****

If you need to cancel or reschedule an appointment, please provide at least 24 hours' notice. Cancellations made with less than 24 hours' notice may incur a cancellation fee.

****9. Warranty and Liability****

Heat-Plex Limited guarantees the quality of workmanship for a period of 12 months from the date of service. This warranty does not cover parts or materials, which are subject to the manufacturer's warranty. We are not liable for any indirect or consequential losses arising from our services.

****10. Health and Safety****

We prioritize the health and safety of our clients and staff. All work will be carried out in compliance with applicable health and safety regulations. Clients must inform us of any known hazards or risks at the property prior to the commencement of work.

****11. Client Responsibilities****

Clients are responsible for ensuring that the work area is accessible and free from obstructions. This includes providing access to utilities such as water and electricity as needed. The client is responsible for vehicle parking and access, and any charges relating to this will be added to final bill. The client is responsible for all their possessions. The client must ensure they cover and protect all their fixtures, floors, furnishings and items before we arrive. Heat-Plex Limited will not be responsible for any damage or presentation should the client fail to do so.

****12. Data Protection****

Heat-Plex Limited respects your privacy and is committed to protecting your personal data. We will only use your information as outlined in our Privacy Policy.

****13. Governing Law****

These terms and conditions are governed by the laws of England and Wales. Any disputes arising from or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

****14. Changes to Terms****

Heat-Plex Limited reserves the right to revise these terms and conditions at any time. Any changes will be effective immediately upon posting on our website. Your continued use of our services constitutes acceptance of the revised terms.

****Contact Information****

For any questions or concerns regarding these terms and conditions, please contact us at:

Heat-Plex Limited
64 Stanley Grove, Battersea. London, SW8 3PG
02076220444
contact@heatplex.com