



# **BOUCHARD & JONES LTD**

## **Plumbing & Heating Services**

### General Terms

- 1) We will carry out all work during normal working hours (8am -5pm Monday to Friday unless we say otherwise.
- 2) We will agree with you what work we will carry out. We will then carry it out as soon as possible, depending on engineer availability.
- 3) One of our engineers will always carry out the work. There will be no occasion in which we will employ another contractor to carry out the work.
- 4) We will not accept liability for damages, unless we have been negligent.
- 5) We will normally ask for your payment details at the same time that we book your job.
- 6) Notice of cancellation rights – You can cancel your agreement with us within seven working days of receiving these terms, unless you have asked us to start work within this period, in which you can still cancel up to 24 hours before we are due to commence works.
- 7) Materials used for the work are guaranteed for one year from the date of fitting them. Within this period, if the materials are defective then we will repair or replace the defective materials free of charge. With the exception of our 5 year manufacturer warranty scheme. If our work is defective, then we will re-perform our work free of charge. Our work is guaranteed for one year from the date that the work is completed. These guarantees do not affect your statutory rights in relation to the quality and description of goods and services.
- 8) The charge for the work includes the labour, parts and call-out for first fault we identify, and faults directly related to that fault.
- 9) The service does not include the cost of:
  - Repairs identified or needed due to design faults in your current system at the time of the agreed work being carried out;
  - Any improvements which are needed to your heating or plumbing system or electrical installation, including the cost of Power Flush or any work needed to bring your system or installation up to current standards;
  - Getting to your system (materials and labour) – for example, pipes or wiring buried in walls or in 'built-in' appliances; or
  - Removing any dangerous waste material, including asbestos
- 10) We will agree any additional costs, for any additional works that you may require, with you prior to carrying out any works.
- 11) This service is for maintaining and repairing a single boiler in your home and includes the following.
- 12) Repairing or replacing appliance flues are not included. There will be an extra charge for clearing blocked flues, which we will agree with you beforehand.
- 14) Where we replace an existing cylinder, we will use our best endeavours to re-install your immersion heater where it is possible. If necessary, we will agree any extra costs with you before hand.
- 15) We will not carry out a repair if the parts we require are unavailable.
- 16) All customers that are given a credit period, are expected to pay invoices within 7 days, if those invoices are not paid they are subject to standard late payment charges.

Bouchard & Jones Ltd

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