



PLUMBERS DIRECT

Website Plumbers Direct

Terms and Conditions

General

Plumbers Direct will now be referred to as PD.

We have reported upon problems explained to us at the time of our visit and taken into account the works, you the client have indicated to us.

Cancellation

Due to the nature of the surveys/work, we will carry out for you, we have to schedule our visits to you within our planned workload.

Any agreement between us for an initial survey, or to commence works will be a binding contract. Cancellations without sufficient notice will result in losses to us that we will have to pass onto you. In order to avoid unnecessary costs to us and to you, we require at least 5 days' notice if you should need to cancel or re-schedule an agreed visit to you for either an initial survey or when commencing works.

We will require electricity and clean water which must be provided free of charge. We reserve the right to charge for a generator, if electricity is not available.

Please inform us in advance a suitable power supply is not available, and water.

Access

We will require a safe working environment with adequate lighting and ventilation at all times. Our quotation is for the work to be carried out in agreed number of days under normal working hours between 8am-5pm (depending on travel times) Monday to Friday.

The client is to remove all personal belongings, furniture, floor coverings and anything else in working areas. It is very important that all towels, cosmetics, mobile cupboards and children's toys have been removed from the area.

On no account can our Tradesmen undertake the moving of furniture, personal belongings and floor coverings unless previously agreed. Everything should be moved prior to our workers arriving on site, anything that is moved by us (as



PLUMBERS DIRECT

Website [Plumbers Direct](#)

instructed by a client) is at the client's own risk and Plumbers Direct will accept no responsibility.

Our Plumbers/ Tradesmen will carry out the works specifically to the quoted job. Any an **ALL** additional work must be communicated to Plumbers Direct to organize and will be chargeable as such. If a plumber/tradesman is working on a job at our agreed hourly rate, other jobs cannot be added. If works go over into a new hour – even by a few minutes – the full hour is charged. The time of our arrival will be noted by us. All trips for supplies and materials are and will be charged.

Health and safety

Only our Tradesmen are permitted to enter the areas of work, during the works or at the end of the day unless with explicit agreement of our workers. Any instructions given to you or others on-site should be followed and we may leave some warning signs left on-site which should be read and the advice on them should be followed. If you have any doubts or queries with respect to the above, please contact my office or me immediately.

Asbestos

Please could you make us aware of any asbestos or if you have a register. If during the course of our works asbestos is discovered we will advise you accordingly, this will need to be removed by a licensed asbestos removal contractor at your expense and works will need to cease immediately.

Party walls

Plumbers Direct can accept no responsibility for any dispute from working on a Party Wall. We assume you have the right to any such works and that you have communicated this to the other party and obtained any permissions necessary.

Lime plastering / rendering

We will accept no responsibility for any damage by hygroscopic-sulphates-salts, to lime plastered / rendered internal or external finishes, we will proceed with the works on the understanding that you understand what can be a consequence



PLUMBERS DIRECT

Website [Plumbers Direct](#)

of lime plastering works associated with the migration of salts/damp now or in the future. If lime has been specified and there are differing ground levels, and any below ground areas, these areas could be at risk from flooding, again we can't accept any responsibility for future issues.

Disturbance

Our work is noisy and dusty and our quotation assumes that our work will be carried out between 8am-5pm Monday to Friday. We would recommend that any vibration of drilling and hacking off can disturb objects from walls and that you notify the neighbours of adjacent properties, we will accept no liability for any claim for such damage due to these vibrations.

Dust

The work that we carry out to your property, especially any removal of plaster may result in dust finding its way into the remotest part of the property. We can only take reasonable precautions to minimise this problem wherever practical in the area of our work and we recommend that you should take sensible steps to protect furniture and other belongings elsewhere in the property.

If dust has been produced in the property during the works completed by Plumbers Direct, it is for you to clean/hover off all sensors to include smoke alarms, carbon monoxide, thermostats and ventilation equipment. We don't cover any smoke alarms or sensors whilst we carry out the work; this would be for you to carry out and subsequently remove.

Preparing of walls

Where we have quoted for the removal of tiles/plasterboard we have not included for the removal of bitumen or paint or asbestos or any harmful materials found, or for any structural problems that may ensue. We reserve the right to charge accordingly for the removal of these coatings, which will be offered out to a subcontractor. Please could you make us aware of any hidden pipes or cables before commencing the hacking off of tiles/plaster? We accept no responsibility of and damage to any hidden pipes or electrics.



PLUMBERS DIRECT

Website Plumbers Direct

Removal of rubbish

We would normally bag any rubbish for you, the client to dispose of unless we have agreed otherwise. We do not dispose of any sanitary ware, unless quoted for, if you the customer would like us to do so it will be an additional charge

Should Plumbers Direct undertake the removal of rubbish, this will be charged for any removal and you can be assured that this will comply with current regulations.

Completion of works

When Plumbers Direct have finished works we will provide a builders clean, this means that there will most probably still be dust present and surfaces may need to be cleaned.

General Terms and conditions

Our quotation / estimate is based on the assumption that all work will proceed in one swift operation, and we have full access to the areas in our working hours.

All our work and materials are to be protected by you the client.

All animals, and people are not allowed to enter the working area.

Please ensure all children and pets are kept out of the working area until the works are finished. Please remember our skilled Tradesmen are working in your property on the understanding that you can keep children and pets out of our working area, and away from tools and stored materials. They will be busy carrying out the works and will not be able to keep checking to see if children and pets are in the working area. We also expect the same for all of our tools and materials outside of your home, and all of our risk assessments are based on this.

People entering our work area enter at their own risk, and we accept no liability.

We regret we can take no responsibility for damage caused by dust, and it is up to you to take precautionary measures as dust can make its way to the remotest parts of the building.



PLUMBERS DIRECT

Website [Plumbers Direct](http://PlumbersDirect)

When plasterboard is removed and re-plastered sometimes the carpet will need to be trimmed to match the profile of the wall.

We regret we can take no responsibility for damage of skirting boards or floorboards during removal or lifting to access pipes. This extends to bath panels, sinks and vanity units.

No allowance has been made for the removal of lime wash, paint, or bitumen or asbestos hidden behind render coat.

Should you be aware of any pipes/cables please could you make us aware of the position?

The works area, which may include roofs and lofts need to be cleared of personal belongings before work can commence.

We cannot be held responsible for any damage when hacking off or drilling (Hidden pipes, wires, unstable walls etc).

When drilling cavity walls, or creating new openings, this could be an issue with the T&C's with the cavity wall insulation guarantee Company. We will commence the work on the understanding you have confirmed our works will not invalidate the guarantee, and Plumbers Direct accept no further liability.

We will need an electricity supply and a water supply.

All invoices are to be paid in full on completion of works, where works can't be finished for a particular reason a part payment will be necessary, or if works take over two weeks. No guarantees will be issued until full payment has cleared. All materials will remain the property of Plumbers Direct until invoices are paid in full.

Overdue invoices are charged interest at 5% above the bank base lending rates daily, or £25 – whichever is greater - each time a late payment notice is sent. If payment is not received on invoice, Plumbers Direct has the right to refuse the offer of a guarantee. Once a late payment charge is invoiced you agreed to pay the invoices in full.



PLUMBERS DIRECT

Website [Plumbers Direct](#)

Deposits are normally required for works to be booked into our diary; if works are cancelled up to 5 working days before, or materials have been purchased or ordered there will be no refund.

No retentions shall be held unless agreed beforehand and in writing. Or unless you have a legal right to do so, such as where we have not performed our service to you with due skill and care, or not completed in accordance with the agreement. If we are prevented from completing the works by the customer or if the customer wishes us to cease works before completion, then Plumbers Direct will still require the balance to be paid in full.

The Customer is responsible for ensuring the site is prepared for us to work. If the site area is not prepared correctly and is not safe, we reserve the right to charge a day rate or an abortive visit per man plus travelling. Any site preparation that requires demolition or alterations should be carried out by a professional to ensure the site is ready for us to second fix to. If the preparation undertaken by the customer then we cannot be held responsible for walls that are not straight and correct. PD do not undertake general building work. Should the customer require another trades professional to carry out work, this must not hinder our working or interfere with our access. If we are hindered then any last time will be an additional charge which the customer agrees to pay.

All shower trays, baths, shower enclosures and sanitary ware, where needed will be mounted on a purpose made stand where extra height is needed, or a platform made from 18mm plywood and 2x3inch wood and will not move. PD can accept no responsibility resulting in leaks due to sub floors/structures moving.

All responsibility by PD is waived if any body other than PD Tradesmen moves, alters or makes repairs in any way to the work agreed. This includes uninstallation and reinstallation.

If anybody undertakes to make any changes to the work area, including the removal of sanitary ware or disconnecting any plumbing, we expect all pipes to be labelled. The customer accepts responsibility if anything goes wrong or if the information passed on is incorrect after any changes have been made. If a fault develops or a leak occurs as a result, PD will not be responsible and any and all repairs will be treated as a separate job and charged accordingly.



PLUMBERS DIRECT

Website [Plumbers Direct](#)

You will be responsible for loss or theft of equipment; materials and tools whilst in your care and custody of your property and should take all reasonable precautions to ensure that our equipment, materials and tools are not lost or stolen and secured overnight.

Complaints

In the interest of efficiently dealing with any complaints, written notice should be given by the customer to PD of any complaint as soon as practicable. The customer hereby agrees to afford PD reasonable opportunity of remedying any complaints for which PD is liable.

If any complaint is not remedied by PD to the customer's satisfaction, then the dispute shall be referred to an arbitrator, such arbitrator to be jointly agreed between PD and the customer.