

## 6. Return of goods *(continued)*

Returns must be sent to Christopher Plumbing Services Ltd, Unit 1 Hackwood Business Park, Water End, Basingstoke, RG24 7BA. For your protection, we recommend that you use a recorded delivery service with appropriate insurance. Please note that you will be responsible for the costs of returning goods to us unless we delivered the item to you in error, the item is faulty or a substitute product was delivered.

## 7. Price and payment

On completion of the services, full payment should be made immediately unless alternative payment terms have been agreed in writing before the invoice date.

The price quoted is inclusive of VAT. A single method of payment is preferred when paying a deposit and balance. Payment should be in pounds sterling:

- cash;
- cheque payable to "Christopher Plumbing Services Ltd";
- debit card;
- bank transfer, subject to our agreement.

**We do not accept credit card payments.**

## 8. Data protection

We take your privacy seriously. Your details will be stored securely and will only used to communicate with you. We will never give, rent or sell your details to any other parties.

## 9. Complaints/resolution procedure

If you wish to make a complaint concerning any aspect of our service, please contact us in the first instance by writing to us, sending an email or using our website contact form.

We will acknowledge your communication within one working day of receipt. We will investigate your complaint and endeavour to respond within two working days (subject to availability of the attending engineer).

If you are not satisfied with our response, please contact the Citizens Advice Consumer Service on 03454 040506. As a member of Hampshire Trading Standards "Buy with Confidence" scheme, we will co-operate fully in any resolution process initiated by the Trading Standards arbitration service.

## Estimates

When we provide an estimate for work, the time element can only be estimated because it is dependent on accessibility, condition of the system, availability of parts etc. We try to be accurate but actual time might be more than the estimate - *or indeed, it might be less!* All work is time-logged, with start and end times confirmed by the customer, so the final invoice will always reflect the actual time taken to complete the work, in line with the tariff provided.

## Appointments

On making a first appointment, we reserve the right to request a deposit to secure an appointment time. This deposit will be shown on the invoice and will be deducted from the final amount due.

If you wish to cancel an appointment, we would ask that you do so before 1pm the previous working day then the deposit will be refunded in full (ie, an appointment on Monday needs to be cancelled by 1pm the previous Friday).

New customers will be sent a reminder text (where appropriate) 24 hours before the appointment time. This will confirm the engineer's name and include information about our tariffs and terms and conditions.



# Terms & Conditions

## Christopher Plumbing Services Ltd

Unit 1 Hackwood Business Park, Water End,  
Basingstoke, RG24 7BA

Open Monday to Friday, 8am to 6pm  
*(closed bank holidays)*

Freephone: 08000 11 26 28

[info@christopherplumbingservices.com](mailto:info@christopherplumbingservices.com)

[www.christopherplumbingservices.com](http://www.christopherplumbingservices.com)

VAT No: 983 3415 04 • Registered in England, No: 07068624



Please read these Terms and Conditions before signing the order authorising us to start work.

If you have any questions or concerns, we would be happy to discuss them with you.

Chris Elias  
Christopher Plumbing Services  
Issued: January 2018

## Notice of the Right to Cancel

If this contract is agreed in your home then you have the right to cancel this contract within a period of 14 working days after receipt of goods (if supplied), or 14 days after agreement of contract for services only work.

You can do this by completing the cancellation form below and sending it by post (proof of posting is recommended) or by sending an email. The cancellation takes effect on the day it is posted, sent or emailed.

If you wish us to start work immediately or before the end of the cancellation period, we need this confirmed in writing – if you sign the order it authorises us to ‘start work now’, or alternatively, send an email. If you then cancel before work is complete, you may be required to pay for goods or services already supplied.

### Cancellation form

If you wish to cancel the contract you must do so in writing and deliver personally or send or email this to Christopher Elias. If sending by post, proof of posting is recommended. You may use this form if you want to, but you do not have to.

*Complete, detach and return this form only if you wish to cancel.*

To: Christopher Elias  
Christopher Plumbing Services Ltd,  
Unit 1 Hackwood Business Park, Water End,  
Basingstoke, RG24 7BA

I/We hereby give notice that I/we wish to cancel my/our contract at this address

Signed: .....

Print name: .....

Address: .....

Date: .....

# Terms & Conditions

## 1. Interpretation

In these Terms and Conditions (terms), the following words and phrases shall have the following meanings:

“You/Your”	the person who purchases and/or receives services from us;
“We/Us/Our”	Christopher Plumbing Services Ltd;
“Contract”	the contract between Christopher Plumbing Services and you which incorporates these terms and the terms on any quotation or estimate provided by us;
“Services”	the services to be supplied (including any parts, materials and labour) as detailed in the quotation or estimate;
“Order”	the quotation or estimate and terms provided by Christopher Plumbing Services, accepted and signed by you. The order describes the services and details the estimated price and estimated timescales for delivery of the services.

## 2. The contract

The contract will commence when you sign and return your order and will terminate upon delivery of the services or as otherwise detailed in accordance with these terms.

**All times and dates are estimates only and may vary as a result.**

If work is to start within the 14-day cooling off period then we need you to confirm that you want us to ‘start work now’ by signing the order. Cancellation terms apply (see ‘Notice of the Right to Cancel’).

## 3. The service

Christopher Plumbing Services will provide plumbing services which may include:

- heating system installations;
- bathroom, showers, sanitary installations and repairs;
- investigation, diagnosis and health checks;
- supply of materials, where required, on dates and at locations as defined and confirmed within the order.

## 4. Responsibilities

Your responsibilities:

- please provide clear instructions and notify us of any special requirements or considerations we need to be aware of when working at your property;
- please ensure we have access to the site and utilities on the dates agreed;
- if you would like to make any changes to the order, please confirm these in writing or by email; this will ensure both parties have appropriate records for reference.

Our responsibilities:

- we will keep you informed of progress of the work;
- we will deliver the services in compliance with current professional standards and safety requirements.

Please note: where we agree to carry out work to part of a system, we assume that the rest of the system is in good condition. We cannot be held responsible for any damage caused or extra work required if this is not so.

In accordance with the Consumer Rights Act 2015:

- we will ensure that any work or service undertaken will be carried out with reasonable care and skill, within a reasonable time and for a reasonable charge;
- any goods/parts provided should be of satisfactory quality, fit for the purpose and as described;

If a problem arises, please notify us as soon as possible. See Section 9 Complaints/resolution procedure.

## 5. Risk and ownership of materials and/or parts

We will retain ownership of any materials and parts added or replaced as part of the services until we have received in full and in cleared funds all sums due to us in respect of these services.

Until ownership of such materials and parts has passed to you, you will be responsible for ensuring they remain in satisfactory condition and are fully insured.

## 6. Return of goods

If you wish to return an item, please return it in its original packaging within 14 working days of receipt. We regret we cannot accept cancellations of contracts for items that have been installed or used.