

Winn's Plumbing and Heating Ltd Terms and Conditions

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Definition of estimate

This estimate is an estimation of the total cost and is not a guaranteed fixed price. We endeavour to be as thorough as possible when surveying and pricing but due to the nature of our work it can be impossible to plan for every possible situation that may not be visible or apparent at the time of pricing a project.

Should an unforeseen circumstance arise, we shall evaluate additional costs including labour, materials and other associated costs. You shall always be kept informed and a discussion shall take place before the additional work is added to the total bill.

Please read the estimate carefully, if there is anything you think is missing from the estimate, please raise this with a member of team by calling us or emailing us immediately to ensure we complete the work you require.

Charges

We prefer to work based on the total amount of time we have spent at the appointment/job.

We call this our '**standard rate**'.

We believe this is the fairest and most transparent way to charge, for you and us. As it's based on time, we appreciate that the quicker we complete the work - the cheaper it is for you. We promise to be as efficient as possible but we also want to ensure that the work is completed correctly and to a high standard, we want to take our time to protect your property and to provide you with a professional service so please be aware that we will not rush the job and lower our standards in an effort to reduce your overall costs.

How much is the standard rate?

Appointments that take less than 60 minutes – **£90 plus vat**

Appointments Over 60 mins – **£45 / half an hour thereafter**

Travelling time to the job is included within the standard rate for jobs within a 20-minute drive time of WD25 Post Code, anything outside of this drive time will carry a surcharge of **£45 inc vat** per additional 30 minutes' drive on to our journey to the job.

Additional time taken to complete other tasks which are associated with the job will be added to the time total. This includes but is not limited to - a collection of keys from estate agents, collecting parts from suppliers, disposal of waste on your behalf, making changes to originally agreed works, time that is taken to visit the site to re-survey etc.

How and when to make payment

Payment Terms for Winn's Plumbing and Heating LTD

- 1. Initial Payment:**
A 50% upfront payment is required to confirm your booking. This is typically based on the first hour of work, especially if the exact duration of the job is uncertain. If the job is expected to take longer, we will estimate the time and provide a corresponding upfront charge.
- 2. Completion and Additional Charges:**
Once the job is completed, any additional time beyond the first hour will be charged accordingly. The remaining 50% of the total cost will also be due upon completion.
- 3. Quoted Jobs:**
If we have a clear understanding of how long the job will take, we will provide a fixed quote in advance. This quote will reflect the total cost of the work, including all time and materials.
- 4. Invoice and Payment:**
Upon completion of the job, an invoice will be issued. Payment is due immediately upon receipt of the invoice.
- 5. Payment Methods:**
We prefer payment via **Card** or **PayByBank**, which can be completed through the payment link provided with your invoice. However, we also accept bank transfers and cash payments if necessary.

Here are the details you'll need if paying by Bank Transfer:

Bank account name: Winn's Plumbing And Heating LTD
Sort code: 04-00-04
Bank account number: 31769714

Failure to make payment upon completion will incur an additional £30 inc vat administration charge. If invoice is not paid within 30 days, our debt collection partner will be instructed to retrieve the debt on our behalf, which shall incur further charges.

Under no circumstances should you withhold payment to ensure that the works we have completed has been satisfactory. Any issues which arise after the service has been delivered must be claimed under our warranty policy.

How and when and to contact us

Our standard office opening hours are between 8:00am and 20:00pm, Monday to Saturday and 10:00am to 16:00pm. Our phone lines are open between these times so if you need to speak to us, please call us on 01923 961799.

If you'd like to get in touch with us outside these hours then please send us an email at office@winnsph.com. The email will be picked up and dealt with the next working day.

In case of emergency - We appreciate that sometimes emergency situations occur and you might need to speak to someone urgently. In this situation, please send a text message to **07414937242**. Please ensure you include your full name, address and describe the issue you are having.

We are not a '24 hour' company, but we will endeavour to respond as fast as possible. Calls to this mobile number outside of our operating hours will not be answered.

Cancellations, missed or cut short appointment

If you need to cancel your appointment then please let us know as soon as possible. The best way to do this is by calling us on **01923 961799** during our standard opening hours, or by emailing us at **office@winnsph.com**. If it's outside of our standard opening hours, this will be picked up on the next working day.

Cancellation charges - Cancelling an appointment within a 24-hour period of the expected start time will incur a cancellation charge of **£40 inc vat**. Booking a job within the same day or within a 24-hour period will automatically void the grace period and you'll be liable to pay **£40 inc vat** should you wish to cancel.

Missed appointments - If you or your tenant misses an appointment then you'll be charged an additional **£40 inc vat**.

Running late for appointment - If you're running late for an appointment then we'll start our '**standard rate charge**' at our time of arrival.

Cutting short an appointment - Please allow us enough time to complete the works, for smaller jobs we usually book in a 2 to 3-hour window, it might be that we arrive nearer the end of that time slot and still need 2 - 3 hours to complete the work. If you need to cut the appointment short then you will be charged according to the '**standard rate charge**' and a second appointment will be made.

Waste disposal

Large Jobs (boiler installations & full heating systems) - We shall remove the waste for you and dispose of it responsibly as part of the job as waste removal is factored into our job cost. We like to do what we can for the environment though and would prefer to dispose of small recyclable rubbish in your recycling waste disposal bin. This will be at your discretion and the engineer shall ask for your permission first.

Smaller jobs (radiator installation, thermostat installation etc) – Left over packaging from items purchased and installed in your property shall become your property and disposal of this waste is your responsibility.

The definition of a **Large Job** is for a job that is valued over £1200 inc VAT.

The definition of a **Small Job** is for a job that is valued under £1200 inc VAT.

Positive feedback and how to share it.

We really value feedback, both positive and constructive feedback is welcome as it helps keep the team motivated and helps us improve where we can.

If you've been happy with what we've done then we encourage you to share this online. It really helps people like you find a trustworthy, honest company - like us.

Please share your positive experiences on the platform where you found us originally.

How to make a complaint or share a negative experience.

We always do our best to provide excellent customer service but we know that we don't live in a perfect world and sometimes things don't always go to plan.

If there is ever a time where you're not satisfied and you wish to make a complaint or share your negative experience then please follow these steps and we'll make sure we support you through making it right.

1. **Raise your concerns with the engineer on site** - please don't be afraid to discuss something you're unhappy with, we're a company that regularly shares constructive feedback with each other so rest assured - we can take it.
2. **Let our office know** - If you don't feel comfortable raising your concern with the engineer on-site, or you've tried step 1 and the problem wasn't resolved then please get in touch with our office by calling us on «location.phone_1» or by emailing us at «vendor.email»
3. **Let the owner know** - If you're dissatisfied with the resolution after completing step 2 then please email «vendor.email» with the subject field "**FAO Charlie – Unhappy Customer**". This will go straight to the owner of «vendor.name». Please allow up to 5 business days for your complaint to be responded to.

Failure to complete these steps in order will cause a delay in getting your complaint handled.

Raising a concern is treated seriously, we're always looking to improve the service we deliver and will welcome your feedback.

If after completing all of the previous steps you still feel like you've been let down then we will have failed to be the company we set out to be, and at this point, we think it's fair that you can share your negative experience online.

Failing to follow the steps above before sharing negative feedback on social media or any other online platform may result in court action being taken against you for damages caused to our businesses reputation due not allowing us the opportunity to make it right.

Job specific terms and conditions

All works carried out.

Due to the nature of our work, tasks such as drilling, hole cutting, sawing, and general construction may cause damage to brickwork, plaster, floorboards, skirting boards, and other parts of your property. While we take precautions to minimise this risk, we cannot be held responsible for any damages that occur during these activities.

We also cannot be held responsible for damages that occur while performing tasks outside the scope of plumbing, heating, and gas engineering. This includes activities like lifting and refitting carpets, laminates, floorboards, roof tiles, and drilling holes through walls. Although these tasks may be necessary to complete our work, we recommend hiring a qualified professional for these specific jobs if you want someone to be liable for potential damages.

We cannot be held responsible for any leaks or faults which occur due to the work we carry out to an existing plumbing, heating and boiler system. This includes, but is not limited to, leaks to existing pipework, valves, fittings, connections and seals. We cannot be held responsible for any damages which occur to property from such leaks or failures.

Damage that has been caused by an accidental event, such as water spillage on carpet or by leakage from a newly installed component such as a boiler, pipework, valves, fittings, connections and seals shall be repaired or made good by us. In this event, you are expected to contact us immediately and you must give us the opportunity to investigate the issue to determine what has been the cause. We must also be given the opportunity to make it good. We reserve the right to have the choice between going through our insurance or to employ our own contractors to complete any work at our own cost or to replace the item/settle with a good will gesture to a value of no more than what the product is worth. This decision will be for us to decide.

Boiler/appliance fault diagnosis and repairs

We cannot guarantee a first-time fix on boilers and central heating systems. Boilers and central heating systems can have a number of issues and sometimes, only through the process of elimination, are we able to rectify some faults. This can result in higher repair bills but no discount or reduction of the bill shall be applied if further visits are required.

If you suspect a miss diagnosis has occurred then this can be raised through our complaints procedure and an investigation shall occur, however, if it is discovered that our procedure was completed correctly then you may be liable for further charges at our 'standard rate'

Fittings/components in existing boilers may be close to failing/leaking and due to the nature of the work we're carrying out, we may disturb these fittings/components. We cannot be held responsible for any leaks or component failure which arises whilst carrying out repair work on an existing boiler/appliance.

In some circumstances, existing components on your plumbing and heating system may no longer be compatible with a new component that is being installed. This is particularly true for boiler installations. We cannot be held responsible for additional costs that you may incur due to the required replacement of such components, whether we had advised you that you need to replace the component or not. This includes but is not limited to - showers (e.g. power showers, electric showers, thermostatic showers) water taps, radiators, radiator valves, flexible hoses.

Boiler/appliance servicing

When we have been instructed to carry out a service on a boiler/appliance, we are there to complete a service only. If there is a fault on the boiler, please let us know immediately as you require a 'boiler/appliance fault diagnosis and repair'. If we find that there is a fault with the appliance whilst on our 'Boiler Service' visit and it affects our ability to complete the service you will still be charged for the boiler service and requested for a 'boiler/appliance fault diagnosis' and should you wish to proceed, a second visit at a later date will be scheduled.

We're unable to book boiler/appliance fault diagnosis visits and boiler services on the same visit, due to not knowing what is required exactly to repair the boiler.

We're unable to offer any guarantees after a boiler has been serviced, in some cases faults can occur after a boiler has been serviced, this is usually due to old components that are close to breaking or debris within the boiler moving and getting lodged in a moving part or tight water ways. If an issue arises after a boiler has been serviced then a further visit will be chargeable at our 'standard rate', however, if the fault has been caused due to engineer error, then we shall waive this fee. You can trust us to be honest in this scenario.

Powerflushing/system cleaning

A power flush or a system clean is not guaranteed to resolve underlying issues with your heating system. The only way to guarantee underlying issues to be resolved is by installing a new system. We cannot be held responsible if the power flush or system clean has not fully resolved your issue any further works required will be chargeable and shall be quoted for separately.

We may need to disturb existing components on your heating system to allow us to carry out the power flush or system clean. We cannot be held responsible for any water leaks that may occur during or after a power flush or system clean has been completed. This includes, but is not limited to, radiators, radiator valves, boilers, hot water cylinders, pipework and other fittings connected to your boiler and central heating system.