

## Terms & Conditions

### About Us:

We are CJB Plumbing & Heating (Cranleigh) Ltd registered in England 12145478. VAT No. 492 2181 47.  
Directors: Matthew Boxall & Tracy Wilson

We have tried to keep our Terms & Conditions as simple as possible. We have established trusting relationships with our customers in the 30+ years of trading. Our aim is to provide a good experience creating your new bathroom.

### Estimates:

Unless otherwise specified, all estimates provided are done on an "as is" basis, and are not a fixed price quotation or firm price. The estimate will set out the likely minimum costs involved based on a visual inspection by the company and/or details supplied by the customer. The final price will be calculated based on the original estimate and in accordance with the company's standard rate at the time of works being carried out, and may be increased above the estimate price.

In addition, the company reserves the right to increase the price prior to any works being carried out, equivalent to the increase of costs to the company including additional materials, labour, equipment hire and transport since the date of the provided estimate (either done so in writing, email or orally), unless the final price exceeds the estimated price by more than 10%, by which the customer may cancel the contract provided it does so prior to any works commencing (including the order of materials or equipment hired).

### Right to Sub-contract:

The Company shall be entitled to sub-contract all or any part of the work. In practice we enjoy a longstanding relationship with all our sub-contractors who are chosen very carefully.

### Payments:

All prices are plus VAT at the prevailing rate in British pounds. We ask a 25% Deposit on acceptance of estimate, 60% within 3 days of commencing the installation; with the balance paid after completing satisfactory installation and within 7 days of final invoice.

### Force Majeure:

\* The Company will use all reasonable efforts to carry out and complete the works on time, but shall not be liable to the Customer or any third party if the works prove impossible due to events or circumstances beyond the Company's reasonable control.

### Customer Responsibility – Supply & Installation:

\* The Customer shall cooperate with the Company by arranging access at dates/times agreed and by supplying such information reasonably requested.

\* It is the Customer's responsibility to apply for and obtain all necessary approvals, such as planning permission, building regulation approval and listed building consent prior to the commencement of the works.

\* Clear access will be required to the working area along with entry and exit points to the property.

\* Measurements are taken from your original space and we cannot be liable for any changes in size caused by the removal or extensions which cause additional space e.g. lowering of floors, extending ceilings, bricking up a window etc. Should additional work be required due to these changes amendments to the original quote will be required. You are required to inform us of these changes at least 7 days before installation commences.

\* Prior to commencement of works photographs may be taken of adjoining rooms/walls/ceilings to confirm starting condition.

\* The Customer will allow CJB reasonable use of toilet facilities.

\* The Customer will provide electricity and water for CJB in relation to the works.

\* The area of work must be cleared of any possessions and hygienically cleaned before work can start. Failure to do so may result in a delayed start date and possibly an additional labour charge.

\* The Customer must advise CJB if they wish any items from the bathroom to be kept and re-fitted.

- \* The customer is responsible for providing storage space for any deliveries.
- \* CJB does not take responsibility for the condition of any products/deliveries supplied by the customer. Any problems with the products/deliveries supplied by the customer will be sorted out by the customer and if work is delayed because of a problem with the product/delivery, an additional labour cost could be incurred.
- \* The Customer must exercise due care and remove any delicate or fragile furniture or possessions from the working area before work commences.
- \* While every effort is made not to damage your home, accidents do happen. Minor damage may occur to décor, plaster and tiling during the installation services but you agree that we will not be responsible for redecorating or making good any damage unless it is a result of our negligence rather than an unavoidable consequence of having the Products fitted.
- \* If loft access is required, the loft should be made accessible and items moved out of the way to gain access.
- \* Additional costs may be incurred for any unforeseen work that might occur or due to the unknown condition of the walls and floor once the tiles and bathroom suite have been removed.
- \* If carpets are to be lifted, then they will be put back to the best of our abilities. However the Customer may need to pay for a carpet fitter to come and refit them.
- \* During installation, carpets in high traffic areas for bathroom access are always protected with a sticky plastic covering, unfortunately there is no such protection for walls. We will always take the utmost care when in your home, however, when handling large heavy items upstairs and through hallways minor damage, such as chips or scuffs, may occur. If this does happen, we'll repair the area ready for you to arrange suitable redecoration.
- \* CJB is only responsible for the section of plumbing/pipework undertaken by them and not liable for any problems with any other section of the plumbing/pipework. CJB's plumbing prices are based on 15mm and 22mm pipe work. If any specialist fittings are required or oversize pipe work is used in the house, any additional cost is to be paid for by the Customer.
- \* As standard we conceal all pipework and shower valves in the walls which creates a clean and professional finish to your bathroom. As this detail increases the risk of damage to nearby walls, should you wish to avoid this possibility altogether please let us know prior to work starting. We will then either leave pipework visible, fit pipe boxing and likely use surface mounted shower valves.
- \* When installing a shower booster pump, pump manufacturers require a minimum of 50 gallons of stored water to prevent the pump running dry. In the event you have insufficient capacity in your water tanks to support the use of your required pump we will quote to provide this additional capacity if required, during installation in the event you do not wish to have this work carried out, we will be unable to warranty the installation of the shower booster pump as it is against manufacturers installation instructions.
- \* While we are working within your home we will need to close off water supplies to the bathroom. If your isolation valves, such as stopcocks, are poorly maintained and have ceased to open or close, they will need to be replaced for work to continue. These will be priced separately as an extra charge, not included in your original estimate.
- \* Following the room strip out, if the wall(s) is in a bad state and needs to go back to brick then this will result in an additional cost being added to the plastering charge.
- \* Prior to plastering, if it is noticed that the walls are uneven, dips in the walls or are not level, then it may be necessary to add an additional cost for the walls to be floated flush. This will not be apparent until the room is empty and it is at the plastering stage.
- \* If walls are having extensive (i.e. thick) plastering work carried out we will need to allow sufficient drying time before tiles are added. We will advise you accordingly in the event that this becomes an issue or should an extension in estimated finish time be required.
- \* Following plastering and prior to decorating, there may be an element of rubbing down necessary. This is the responsibility of the Customer or their Decorating.
- \* If the Customer has purchased their own accessories from elsewhere e.g. toilet roll holder, mirror, towel hook, depending upon the amount of work necessary, a small charge may be added for the time taken. This should be brought to our attention at the start of the project.
- \* When choosing tiles and borders, check to make sure they are both the same thickness to avoid creating a lip between the tile and border. Failure to do so may result in a delayed start date and possibly an additional labour charge.
- \* If the Customer is to provide the tiles then the labour costs will be based on ceramic tiles. If the Customer chooses porcelain, granite or natural stone tiles, then an additional charge (a minimum of £10 plus VAT per square meter depending on tiles) will be incurred for the cost differences in materials and fitting.

- \* Tiling pricing is based on stock grout; additional charge will be incurred for special order grout and any tile sealants which are required.
- \* An additional charge for drill bits may be incurred if the tiles are excessively hard and difficult to drill.
- \* Please check your tiles carefully before tiling commences. Shade variation is a design feature of most tiles. If for any reason you are not happy with the shade of your tiles, we cannot accept the responsibility after the tiling has commenced. Please ensure you are happy with the shade of your tiles before you start any project.
- \* We always use the very best tile adhesive and although flexible sometimes cracks can appear in grout lines (only applicable on wooden floors), due to natural movement. We allow for this by “plying” the floor and using flexible adhesive as standard. In such circumstances we cannot guarantee that cracks will not occur.
- \* You are advised that extensive works and/or modernizing of your bathroom could lead to problems with your heating system particularly if it is old and/or poorly maintained.
- \* You are required to provide us with information about your heating system e.g. age, maintenance dates and type of system, before work commences to try to avoid issues when re-filling the system following works carried out.
- \* Any modifications or upgrades to your heating system required to eradicate any problems, are not included in your original quotation.
- \* Should modifications, additions or changes to your heating system, quotes can be obtained for works required.
- \* Product cleaning guidelines must be followed to ensure longevity of use. Aggressive cleaners will cause damage to the chrome long term and void any manufacturer’s warranties. Products must be returned to the supplier for manufacturer tests to be carried out. Replacements can be installed during the process of the tests and a refund will be issued should tests confirm the product is faulty.
- \* All due care and consideration will be made to ensure safe keeping of pets but you are responsible for ensuring that measures are in place to safeguard them from injury or escape. We cannot be held responsible if an accident or escape occurs.
- \* CJB may like to take before and after photographs for use on our website or social media page.
- \* CJB’s estimate is based on the calculation of keeping all the old copper and brass removed from the job site.
- \* Whilst we will try to ensure we keep dust and disruption to a minimum during the provision of the installation services, you should take all reasonable and necessary steps to minimize the impact of the installation services. For example, by moving breakables/delicate items and covering areas likely to be affected with dust sheets. Whilst the Fitters will endeavor to clean up after themselves, you should expect some dust to result from the installation services and you agree that we will not be liable for any cleaning expenses resulting from such dust.
- \* Registering of all products is the responsibility of the Customer.
- \* Our labour is guaranteed for 12 months after completion. Products are subject to individual manufacturer’s warranties.
- \* If, after CJB have carried out the works, the Customer is not wholly satisfied then the Customer shall give notice in writing within 12 months and shall allow CJB and its insurers, the opportunity of both inspecting such works, and carrying out any necessary remedial works if appropriate.
- \* The Customer accepts that if they fail to notify CJB as aforesaid then we shall not be liable in respect of any defects in the works carried out.

**Obligations of CJB:**

The Company will manage and perform the installation with reasonable skill and care and accepts responsibility for the standard of workmanship and condition of tools and equipment. We are fully insured.

**Governing Law & Jurisdiction:**

These Terms & Conditions shall be governed by and construed exclusively in accordance with the law of England.

**Data Protection:**

We respect your privacy and comply with the Data Protection Act 1998. We will not disclose or pass personal details of customers to any third party.