

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.

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).

Acceptance of Works:

The Company reserves the right to refuse or decline any work at its own discretion. Where the Company agrees to undertake work for the Customer, this will be done so by authorised representatives of the Company only.

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.

Call Out Fee & Charges:

The Company charges a minimum 1 hour call out fee for all appointments, regardless of work carried out. This includes work quoted on an hourly rate, or fixed price work. If for any reason we are unable to carry out works during attendance, the minimum call out fee would still be payable for our attendance, plus the cost of any additional labour time over the first hour and parts/materials if used.

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.

* If the aforesaid deposit/payment has not been received, where any services or work provided by the Company is subject to snagging, the Customer agrees to make payment of 95% of the total invoice amount immediately following completion of works. The Customer must then provide the Company access without delay to allow the snagging to be finalised and completed. Payment for the remaining balance will be due following completion of the snagging by the Company, or within 7 days of the invoice date should access not be made available – whichever is sooner.

* The Company will be under no obligation to provide or issue any guarantee, certificates or other similar documents to the customer for works, unless payment has been made and received in full.

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 install 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 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 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.
- * 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 may need to close off water supplies. 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.
- * 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 – except where applicable.

* 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.