

# Terms and Conditions

## 1. These Terms

These are the terms and conditions on which we will carry out the work we have quoted for you. Please read them carefully. These terms tell you who we are, how we will provide the services to you, how you and we may change or cancel the work and how to make a complaint.

## 2. Information about us

We are Logic Plumbing Heating and Electrical (Maintenance) Limited. Our registration number is 11056959 and our registered office address is Unit 6 Cross Croft Industrial Estate, Appleby-In-Westmorland, England, CA16 6HX. You can contact us by calling 017683 51812 or by writing to us at Unit 6 Cross Croft Industrial Estate, Appleby-In-Westmorland, England, CA16 6HX.

You can find everything you need to know about us and our services on our website: [www.logic-group.co.uk](http://www.logic-group.co.uk)

## 3. The Work

We will complete the work included in your quote with due skill and care and in accordance with industry standards.

### Who does the work?

We use our own employees to carry out the work or approved tradespeople (on our behalf) when other trades are needed e.g tiling. They are carefully selected to make sure they provide a great level of service.

### When will we do the work?

We will start the work on the time and date we agree with you when you accept the quote. We will also give you a time estimate for how long the work is going to take to complete. The work will be done during our normal working hours (8am to 6pm Monday to Friday).

There may be circumstances outside of our control that prevent us from starting the work at the agreed time or keeping to the estimated timescale. If this happens, we will contact you as soon as possible to let you know and rearrange the appointment with you.

### Preparation for our arrival

It is your responsibility to give us access to your home. If we cannot get access, we won't be able to complete the work and you will need to contact us to arrange another appointment. Please note if in any circumstance the work

cannot start or cannot be completed, but our engineers have arrived at the property, you will still be charged the call out fee.

Please make sure that the area that needs attending to is safe (i.e. clear of all household items). We won't be able to start any work if we believe there is a health and safety risk, for example hazardous chemicals, asbestos, or pest infestations- and we won't return to finish the work until that risk is gone.

### **Where a repair is not possible**

After assessment of the work a repair may not always be possible. This could be due to the parts required no longer being available, poor condition of the property or item being repaired or the number and cost of parts required is such that a replacement may be more suitable. The engineer will discuss the options you have in these circumstances. If the repair is not possible because it is different to that described when agreeing your quote, and it requires a different engineer, different parts, or a new quote, you may still be charged the call out fee.

### **Ownership of Goods**

All goods supplied remain our property until paid for by you in full, although this retention of ownership will not affect any claim which we may have against you for the payment of any overdue amount.

## **4. The Price you Pay**

### **Call out Fee**

We charge a minimum 1 hour call out fee for all appointments, this includes work quoted on an hourly rate, or fixed price work.

### **Quoted Work**

We will agree a price (which includes labour and materials) with you over the phone or by email before the work commences.

When we agree the price with you over the phone or online, we want that to be the price you pay. You need to tell us as much as you can about the work required. If we arrive and more work is required than when you booked the job, then we may have to charge you more for the work. We will tell you before we start any work.

Your quote is valid for 28 days from the date we give it to you. If you don't accept your quote in that time but change your mind later, we may need to give you a new quote.

### **Invoices**

You will need to pay our invoice as soon as you receive it unless otherwise stated on any quotation.

### **5. Your right to cancel**

You have 14 days from the date you place your order to cancel without giving any reason. This is your statutory cooling off period. You can choose to have the work carried out before the cooling off period ends, however, if you cancel after we have started the work, you will have to pay for any work completed before you tell us that you have changed your mind.

If you decide to cancel after we have started the delivery of any goods and/or services to you, we reserve the right to charge you for any goods or services delivered. In the case of goods that have not been installed at your request subject to the following provisions, you may return the goods to us without charge. In the event that the goods have already been installed or you refuse to return the goods for whatever reason we reserve the right: to deduct any such costs from the deposit we hold from you and in the event that the amount of the deposit is insufficient to cover these costs we shall invoice you for the difference; and/or we reserve the right to enter upon your property in order to remove any goods that we have delivered; or in the event that you have already paid for the cost of the goods or services in full, we reserve the right to refuse repayment in whole or in part. In the event that we recover any goods from you and the value of those goods have diminished for whatever reason, we reserve the right to charge you for the difference.

If you do wish to cancel, please call us on 017683 51812 or fill in the cancellation form below.

### **5. Guarantees**

#### **Work**

We guarantee any work done and any materials which we provide for a period of 12 months from the appointment. This means that if any problems occur after the completion of the work and they are the result of any faulty workmanship, we will remedy those problems at no further cost to you.

Likewise, if any materials we supply are faulty, we will replace them free of charge. We then guarantee any additional work carried out, or additional materials provided, but only until the date that is 12 months from the original appointment. This does not affect your rights under the Consumer Rights Act 2015.

Please note, however, that our guarantee is subject to the following:

1. The work involves a blocked drain, a boiler service or the flushing of a central heating system, the 12-month labour and parts guarantee is not applicable.
2. We will not remedy any problems with materials or parts where they have been purposely or accidentally damaged. Nor will we remedy any problems where it relates to materials or parts the client has provided.

### **Gas Boilers**

All boilers supplied by us are provided with the benefit of a manufacturer backed parts and labour warranty.

### **6. How to make a complaint**

We aim to provide you with a high standard of service, but from time-to-time things may go wrong. If we receive a complaint, we investigate it at once and every effort is made to resolve it to your satisfaction. If you have a complaint, please phone 017683 51812 or write to Logic Plumbing Heating and Electrical (Maintenance) Limited, Unit 6 Cross Croft Industrial Estate, Appleby-In-Westmorland, England, CA16 6HX.

### **7. The law that applies**

This agreement is governed by the laws of England and Wales, except where the property is in Scotland, in which case the laws of Scotland will apply. All correspondence will be in English.

### **8. We use your personal data as set out in our Privacy Notice**

Although our Privacy Notice does not form part of the contract between us, we recommend that you read our Privacy Notice, to understand how we collect and use your personal data and your data protection rights. Please see our Privacy Notice at: <https://www.logic-group.co.uk/privacy-policy>

### **Cancellation Form**

Date:

To:

Logic Plumbing Heating and Electrical (Maintenance) Limited  
Unit 6 Cross Croft Industrial Estate,  
Appleby-In-Westmorland,  
England,  
CA16 6HX  
info@logicappleby.co.uk

Please take this letter as notice that I wish to cancel my contract of sale for the supply of the following service/job:

**Ordered on:**

**Name of Customer(s):**

**Address of Customer(s):**

**Signature of Customer(s) (only if this form is notified on paper):**