



LCD Heating & Gas Services Ltd
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Company No. SC584622

TERMS AND CONDITIONS

1. LCD Heating & Gas Services Ltd will carry out the work in accordance with the terms and conditions set below.
2. The customer shall ensure that sufficient space has been cleared for all works to be carried out, and that access is unrestricted. Prior to the works, the customer will cover and protect from dirt and dust any surfaces or valuables/ furniture ,etc .LCD Heating & Gas Services Ltd will cover and protect all flooring and surfaces in the work area and any walking areas we will be using during the duration of the works.
3. If the customer fails to pay any part of the price within seven days of the date when it becomes due LCD Heating & Gas Services Ltd may charge for any costs incurred for collecting any outstanding amount.
4. Ownership of the goods shall not pass to the customer until the customer has paid the whole of the price. The customer shall not be entitled to retain any part of the price pending completion of snagging items, or for any other purpose.
5. LCD Heating & Gas Services Ltd shall use all reasonable endeavours to achieve delivery or installation by any specified or requested date, but each such date is to be treated as an estimate only, and time shall not be of the essence of this contract.
6. LCD Heating & Gas Services Ltd are not be liable for any delay or failure to perform any of its obligations as a result of circumstances outside its reasonable control, including but not limited to fire, water damage, delay in transport, breakdown of machinery or shortage or unavailability of materials, and further in such a case LCD Heating & Gas Services Ltd should be entitled to a reasonable further period to perform its obligations.
7. LCD Heating & Gas Services Ltd will make good any damage caused by it in the course of any works, and on completion will leave your property clean and tidy.
8. It is the customer's responsibility to check that the installation has been carried out to their satisfaction. If the customer is absent when the installation is completed, the installation will be deemed to be completed to the customer's satisfaction. Any subsequent visit to verify this will be chargeable for 1 hour, unless previously agreed.
9. LCD Heating & Gas Services Ltd may refuse to proceed with any installation if it deems the work area to be hazardous, or working conditions to be unreasonable.
10. Full payment of the works will be paid upon completion of all works to the customers satisfaction, there is no exceptions unless agreed prior to the works being carried out.
11. If the customer provides incorrect measurements or other incorrect information, LCD Heating & Gas Services Ltd shall be entitled to increase its price to cover the cost of making good any errors or doing any additional work required.
12. The customer may cancel this contract by notice in writing/email to LCD Heating & Gas Services Ltd within 14 days of the date of this contract. If a customer cancels on short notice

and materials have been ordered they may be charged a restocking charge and any expenses LCD Heating & Gas Services may have incurred.

13. LCD Heating & Gas Services Ltd shall be entitled to cancel the contract where the works cannot be carried out in safety, as provided for in Condition 6, or for any other technical reason. In such a case LCD Heating & Gas Services Ltd will return any deposit to the customer.

14. LCD Heating & Gas Services Ltd shall have no responsibility for any damage caused to the goods as a result of the failure of the customer properly to maintain the goods. Without prejudice to the foregoing generality, the customer shall be obliged to maintain the goods by following any recommendation of the manufacturer.

15. LCD Heating & Gas Services Ltd shall accept no liability for any indirect consequential loss, damage or special or punitive damages or costs of any loss of profit, revenue, business contracts (whether direct or indirect) in each case, however caused, even if foreseeable and even if LCD Heating & Gas Services Ltd has been advised on the possibility of such damages. Nothing in this contract, however, shall exclude or limit the liability of LCD Heating & Gas Services Ltd for personal injury arising from the negligence of LCD Heating & Gas Services Ltd

16. LCD Heating & Gas Services Ltd will not be liable for any damage caused or for any repair that may arise from the central heating or hot water system being converted to mains pressure or upgraded to a sealed system.

17. If any term of this contract shall become or be declared illegal, invalid or unenforceable for any reason whatsoever, such term shall be divisible from the remaining terms, which shall remain enforceable.

18. We reserve the right to cancel any agreement or work whether it has been started or not if you or any one at your property uses threatening or abusive behaviour towards any of our staff, this includes any phone calls or emails. If we have to leave or cancel the job due to threatening or abusive behaviour you will be charged for any work and materials (including any restocking charges if applicable) that has been carried out up to that point.

19. Our complaints procedure is available on request and as Which Trusted Traders ,Which can act as independent assessors under their Alternative Dispute Resolution service or as SNIPEF members they will act as independent assessors too if preferred.

