



Business Terms and Conditions

1. General

These Terms and Conditions apply to all plumbing and heating services provided by **RM Heating Solutions Ltd**. By accepting a quotation or booking our services, you agree to these Terms and Conditions.

2. Quotations

- All quotations are valid for 30 days unless otherwise stated.
- Quotations are based on the information available at the time of inspection.
- Any additional work requested or unforeseen issues discovered during the job may result in additional charges, which will be discussed and agreed before the work continues where reasonably possible.

3. Booking and Appointments

- Customers must provide safe and reasonable access to the property.
- If an appointment is cancelled with less than 24 hours' notice, a cancellation charge may apply.

4. Payment

- Payment is due upon completion of the work unless otherwise agreed in writing.
- Invoices must be paid within the agreed payment period.
- Late payments may incur interest and recovery costs where permitted by law.

5. Materials

- Materials supplied remain the property of **RM Heating Solutions Ltd** until paid for in full.
- Where customers supply their own materials, we cannot guarantee their quality or suitability and accept no liability for defects arising from those materials.

6. Workmanship Guarantee

- We guarantee our workmanship for **3 months** from the completion date.
- This guarantee does not cover normal wear and tear, misuse, accidental damage, poor maintenance, or faults caused by work carried out by others.
- Manufacturer warranties apply separately to products and appliances supplied.

7. Additional Work

Any work outside the original quotation will only be carried out following customer approval and may be charged separately.

8. Customer Responsibilities

Customers are responsible for:

- Providing clear and safe access to the work area.
- Informing us of known hazards.
- Ensuring utilities are available where required.

9. Liability

- We will carry out work with reasonable care and skill.
- We are not responsible for damage resulting from pre-existing faults, hidden defects, frozen pipework, inadequate maintenance, or circumstances beyond our reasonable control.
- Our liability is limited to the value of the work carried out, except where the law provides otherwise.

10. Complaints

If you are dissatisfied with our work, please contact us as soon as possible. We aim to acknowledge complaints within two working days and resolve them promptly and fairly.

11. Privacy

Any personal information provided by customers will be handled in accordance with applicable data protection laws and used only for providing our services and meeting legal obligations.

12. Governing Law

These Terms and Conditions are governed by the laws of **England and Wales** (or the relevant UK jurisdiction in which the business operates).

Business Name: RM Heating Solutions Ltd

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