

Terms and Conditions

Please carefully read these Terms and Conditions before accepting your Quote.

Definitions: For the purpose of these terms & conditions the following words shall have the following meanings:

“The Company” shall mean FITnFIX, a representative of the company or a sub-contractor appointed by the company.

“The Customer” shall mean the customer for whom the works are to be carried out by FITnFIX.

“Quote” shall mean the firm price put down by FITnFIX it shall also refer to Fixed prices available on FITnFIX official website (www.Fitnfix.co.uk). Quotes obtained through the official website are for labour only.

About your Quote:

Included in your Quote	Excluded from your Quote
Proposed work only. Most plumbing maintenance tasks will involve interaction with multiple existing system components. Your Quotation will cover only the components listed explicitly in the Quotation. Costing, final function and any guarantee will only cover the repair or replacement of components in the Quotation. Damage to other existing components caused through Company negligence shall also be covered.	Any extra work whether planned or undertaken under necessity to complete the project is excluded from the quote. Nature and additional cost of extra work shall be agreed before this work takes place. Extra work includes any unforeseen alterations and access work necessary for completion of the project. Failure of existing system components, whether immediate or delayed, caused by routine manipulation not exceeding normal use or service parameters is excluded from the Quotation.
Connection and re-connection of services (water, gas, electricity) to existing supplies.	The Company shall not be liable to carry out any upgrading/ alteration needed to existing services (water, gas, electricity) necessary for completion of the project unless this extra work is expressly included in the quote.
Protection of outside and inside surfaces and finishes through use of covering. Any accidental damage to property caused through Company negligence shall be made good.	Re-decorating, restoring or repair of inside and outside finishes damaged through undertaking of agreed alterations, trace and access work is excluded from the quote.
Lifting of carpets and timber floors where this is expressly included in the quote.	Achieving similar level of finish prior to carpets/ floors removal is excluded from the quote. Specialist contractors are available at additional cost to the Customer if professional finish is desired. The Company shall not be held liable for damage to floor finishes or floor timbers that results from access work. Customer shall provide access to work areas as far as practicable.
Any materials and/or appliances necessary for the project that are sourced by the Company shall be replaced or substituted by the Company at own expense (if any) should they not meet appropriate standard of quality and/or specification.	Any materials and/or appliances necessary for the project that are sourced by the Customer shall be replaced or substituted by the Customer at own expense (if any) should they not meet appropriate standard of quality and/or specification.
1 Year Workmanship Guarantee applying to labour only on work carried out by the Company only. Guarantee will cover only the components listed explicitly in the Quotation/Invoice. Any materials and/or appliances are covered by their respective manufacturer’s warranty.	The Company guarantee does not extend to: <ul style="list-style-type: none"> Any existing installation, including pipework and/or appliances that develop fault due to new equipment installed by the Company or change in system design. Failure of existing system components, whether immediate or delayed, caused by routine manipulation not exceeding normal use or service parameters is strictly excluded from the Guarantee. Any fault with installation carried out by the Company where there is evidence of tampering, misuse and negligence or has been repaired by anyone other than the Company. Any work with an outstanding payment. Any drain or waste blockage clearing work.
Removal and disposal of rubbish where this is expressly included in the quote.	Removal and disposal of any rubbish.

Prices

Unless stated otherwise quotes obtained exclude cost of materials and/or appliances, and exclude VAT at prevailing rate.

Any materials and/or appliances sourced through the Company will appear on the invoice under “Materials” section and will be charged in addition to the labour at market rate plus 20% mark up per each fitting and/or appliance unless said payment has been made in advance.

The Customer must take reasonable care to safely store any materials to be delivered to their home address. The Company shall not be held responsible for any loss or damage to any materials delivered as a result of negligence on behalf of the Customer.

Any quotations are valid for 1 calendar month only. The Company reserves the right to refuse or decline work.

Quotation price is given on assumption of adequate access to all work related areas, pipework, cables and appliances.

Quotation price is given on assumption that use of existing system components necessary to complete quoted work will not result in said components failure.

The Company reserves the right to amend quoted price at any time if any unforeseen difficulties arise which substantially increase the required labour, materials and/or plant. In such circumstance the Customer shall be informed as soon as practicable to review and agree to any alteration in the quote.

Payment

The Customer shall offer an advance payment to cover purchase of any materials and/or appliances to be used for proposed work where said materials and/or appliances are supplied through the Company. Any commencement of work is subject to the Company receiving this payment in full.

The Customer will be invoiced immediately upon completion of the work and given the opportunity to pay remaining balance. The Total Due is payable immediately and any outstanding payments will incur a £5 administration fee and must be completed within 7 days of invoice. Where any services or works provided by the Company are subject to any sort of snagging, the Customer shall make payment of 90% of the total invoice amount immediately, then on the completion of works. The Customer must provide the Company access without delay to allow the snagging to be finalised and completed. Payment for the remaining 10% balance will be due on completion. Your Guarantee will come into effect only once all outstanding payment has been made.

Cancellation

The Customer has the right to cancel any works to be carried out as long as no work has taken place or any materials purchased.

The Customer shall be liable to compensate the Company for any labour and material costs incurred if a cancellation is requested after this date. Any cancellations less than 24 hours before scheduled appointment start time shall incur a minimum cancellation charge of £50 which may be increased to reflect loss of revenue suffered as result of the cancellation. The Company reserves the right to cancel at any time in the event of verbal or physical abuse or threatening behaviour by the Customer who shall be liable for any labour and material cost incurred up to that date.