

Terms and Conditions for West Derby Heating and Plumbing

Last Updated: 03/2025

These Terms and Conditions (“T&C”) govern the use of services provided by West Derby Heating and Plumbing, located at 225 Eaton Road, Liverpool. By hiring us for plumbing and heating services, you (“Customer”) agree to be bound by these T&C.

1. Services Provided

West Derby Heating and Plumbing offers a range of services including, but not limited to, installation, maintenance, and repair of heating systems, plumbing, gas services, and related works. A detailed description of the services can be found on our website at <https://www.westderby-heatingandplumbing.co.uk/>.

2. Service Agreement

- A formal agreement will be established for all jobs requiring a quote or formal service contract. A quote or estimate is provided upon request, subject to a site inspection.
- The Customer agrees to allow our technicians access to the property for the purpose of performing the services.
- All services are subject to availability and will be delivered as described in the initial quote or agreement unless stated otherwise.

3. Pricing and Payment

- Prices are determined by the nature of the work, materials required, and the complexity of the job. A formal quote or estimate will be provided before any work commences.
- Payments are due upon completion of services unless otherwise agreed.
- Payment methods accepted include [list payment methods, e.g., bank transfer, credit card, cash, etc.].
- A late payment fee of [X%] may be applied for payments not made within [X] days of the invoice date.

4. Cancellation and Rescheduling

- If you wish to cancel or reschedule a booking, you must provide at least 24 hours' notice to avoid any cancellation fees.
- If you fail to notify us within the required time frame, a cancellation fee of £50 may apply.

5. Liability and Warranty

- While we take all reasonable steps to ensure the safety and quality of our services, West Derby Heating and Plumbing is not responsible for any damage to property or personal injury resulting from the use of our services, except in cases of gross negligence or willful misconduct.
- We provide a warranty on Certain Boilers as outlined in the quote or service agreement. The warranty period typically lasts for 5-12 years unless otherwise stated.
- Any warranty claims must be made within the specified period, and evidence of the defect or issue will need to be provided for verification.

6. Customer Responsibilities

- The Customer is responsible for providing accurate information about the property, including the type of plumbing, heating system, or gas appliances involved in the job.
- The Customer agrees to provide access to the property at the agreed-upon time and ensure the work area is safe and clear of any obstructions.

7. Privacy and Data Protection

- We are committed to protecting your privacy. Any personal information collected will only be used for the purpose of providing the services you have requested and will not be shared with third parties unless required by law or with your consent.
- For more details, please refer to our Privacy Policy available on our website.

8. Termination

- Either party may terminate the service agreement with written notice if the other party breaches any material term of the agreement and fails to remedy the breach within 7 days of receiving written notice.
- In the event of termination, the Customer will be liable for all services performed up to the termination date, including any incurred costs for parts and materials.

9. Dispute Resolution

- Any disputes arising from these T&C or our services shall be resolved amicably through direct negotiation between the parties.
- If a resolution cannot be reached, the dispute will be escalated to mediation or arbitration.

10. Changes to Terms and Conditions

- We reserve the right to update or amend these T&C at any time. The most current version of these T&C will be available on our website.
- Any changes to these T&C will be effective as of the date of posting unless otherwise stated.

11. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England. Any legal action or proceeding arising under these T&C shall be subject to the exclusive jurisdiction of the courts located in England.

Contact Information

For any questions or concerns regarding these T&C, please contact us at:

West Derby Heating and Plumbing

Phone: 0151 315 0010

Email: info@westderbyheatingandplumbing.com

Website: <https://www.westderby-heatingandplumbing.co.uk/>