

Heat4orce Ltd General Terms & Conditions

1. Your agreement with us

These terms apply to the work agreed with Heat4orce Ltd (“we”, “us”). Your quotation or booking confirmation describes the work, price and any specific arrangements.

Any changes must be agreed with you. Nothing in these terms reduces your statutory rights.

Quotations are free and valid for 14 days unless stated otherwise. Acceptance may be made through our online acceptance system, by email or by letter.

For telephone bookings, we will confirm the work and charges before you authorise our attendance. All our Calls are recorded. We will provide these terms before you enter the contract verbally.

2. Prices and additional work

All customer prices include VAT at the applicable rate. The quotation covers only the work and items described. We will explain and obtain your approval to any additional work and its price, or an agreed charging basis, before proceeding.

Additional work may include gas-pipe upgrades, electrical work, concealed defects or repairs to existing components. We will pause affected work if approval is not given. Where there is an immediate safety risk, we may need to stop work or make the installation safe and explain what we have done. This does not authorise unapproved chargeable repairs.

Parking, congestion or additional travel charges will be disclosed before booking, or agreed before they are incurred where unforeseen.

3. Appointments and delays

Normal working hours are Monday to Friday, 8am–6pm, excluding bank holidays, unless agreed otherwise. We will use reasonable care to meet agreed dates and keep you informed of changes.

If circumstances beyond our reasonable control cause a delay, we will explain the reason and agree revised arrangements. If work cannot proceed within a reasonable period, we will discuss cancellation and refund any payment for work or goods not supplied, subject to your statutory rights. You retain any legal right to cancel because of our delay or breach.

If a delay caused by you results in additional reasonable costs, we will explain those costs and the basis for them before charging.

4. Access, permissions and safety

You must arrange access to the property and relevant appliances, pipework, filters and flues. Clear personal items and obstructions before the visit. Tell us beforehand about difficult access, including loft installations. Safe access, suitable lighting and a secure working area are required; we will explain any access improvements needed.

An adult aged 18 or over must be present throughout the visit unless we have agreed alternative arrangements in advance. If someone will act on your behalf, tell us who they are and what work or charges they may authorise.

You must obtain any landlord, property-owner or neighbour permissions required and any planning or other consents identified as your responsibility in the quotation. We remain responsible for the compliance, certification and notifications required for our own work, as applicable.

Provide the water, gas and electricity needed for the work without charge, suitable parking where available, a smoke-free working area and pets secured away from the work. We may stop work where access or conditions are unsafe, or where staff experience abuse or harassment. We will explain what is needed to resume and any reasonable costs attributable to your failure to meet agreed requirements. If continuation is unsafe or unlawful, we may end the agreement and account fairly for work completed and money paid.

5. Existing systems and property

Existing pipework, radiators, valves, controls and appliances may have concealed defects. Changes in operating pressure or cleaning can expose existing weaknesses and leaks. We will explain reasonably identifiable risks before relevant work.

Repairs to pre-existing defects are additional work unless included in the quotation and require your approval. We remain responsible for faults or damage caused by our failure to use reasonable care and skill, including when relocating existing appliances.

We will protect your property and take reasonable care when lifting flooring or opening surfaces. Any foreseeable disturbance, making good included in the price and excluded redecoration will be explained before work. We remain responsible for damage caused by our negligence.

If suspected asbestos or another hazardous material is found, affected work will stop pending assessment and a safe method of proceeding. Specialist assessment, removal or clearance is excluded unless quoted. Any additional cost must be agreed. Work will resume only when the relevant safety requirements are met.

6. Servicing and gas safety checks

A standard service is maintenance, not a repair, and does not guarantee that an appliance will remain fault-free. We will explain findings and quote separately for additional repairs or parts.

If inspection findings, operating readings or the manufacturer's instructions indicate that a full strip-down service or other work is required beyond the quoted standard service, we will explain the work and obtain your approval to the additional cost before proceeding. We will not describe a reduced service as meeting the manufacturer's requirements where it does not.

Gas safety checks cover the appliances agreed at booking. Additional appliances, servicing and remedial work are charged separately at rates agreed beforehand. Where an unsafe condition is identified, we will explain the findings and follow the applicable safety procedures.

An appliance may need to remain out of use until defects are resolved.

7. Standard charges and repair visits

Unless a different price is agreed in your quotation or booking confirmation, the following rates apply, including VAT:

- General labour: £90 per hour for one engineer or £135 per hour for two engineers, including VAT. These rates do not apply to diagnostic/repair visits charged below.
- Diagnostic/repair visit: £75 including VAT for the first 30 minutes from arrival. This covers assessment and any work possible within that time; a diagnosis or successful repair cannot be guaranteed within 30 minutes.
- Further time on the same repair visit: £75 including VAT per additional started 30 minutes, subject to your approval before continuing, up to a maximum of two hours in total (£300 including VAT, excluding parts and materials). Any work beyond two hours will be quoted separately and will proceed only with your approval.
- Standard boiler service: £90, subject to the agreed appliance and scope.
- Landlord Gas Safety check: from £90; appliance coverage and any additional charges will be confirmed at booking.

Parts and materials are additional unless included in the agreed price. Further visits and repairs will be quoted or charged on a basis agreed beforehand. Emergency, evening,

weekend and bank-holiday rates will be confirmed before booking.

8. Payment

Full payment for boiler, central-heating and air-conditioning installations is required to secure the installation booking, unless your quotation or an agreed finance arrangement states otherwise. Your quotation or invoice will state the payment deadline. Bank transfer is preferred; cash may be accepted by prior arrangement.

For servicing, repairs and other smaller works under £500, payment is due on completion unless otherwise agreed in writing. Debit or credit cards may be accepted for work under £500. Payment in full is required for all work above £500 and for approved extras full amount of agreed cost is due on completion unless another deadline is agreed with us.

If any payment is overdue, we will contact you and provide an opportunity to resolve it before pursuing recovery. We may seek reasonable recovery costs where legally recoverable; this does not automatically authorise fixed administration fees or commercial late-payment interest on consumer debts. Tell us promptly about any disputed invoice so we can investigate. Your statutory rights remain unaffected.

9. Missed appointments and cancellation charges

Please give at least 48 hours' notice if you need to rearrange an Installation and 24 Hours notice for a service or repair visit.

If we attend an agreed appointment and cannot gain access, a charge of up to £60 including VAT may apply, limited to our reasonable loss and allowing for costs saved. We will explain the charge, consider the circumstances and may require payment of a properly due charge before arranging another visit. Any late-cancellation charge must also be disclosed at booking and reflect reasonable loss.

If you cancel an installation outside any statutory cancellation right, we may charge reasonable losses directly resulting from cancellation, such as work already completed or genuinely unrecoverable material costs. We will take reasonable steps to reduce losses, account for returns, resale, replacement bookings and costs saved, and explain the calculation. Any balance of your payment will be refunded. There is no automatic forfeiture of the full installation payment.

Genuinely bespoke goods may be exempt from statutory change-of-mind cancellation rights; standard equipment ordered for your job is not automatically bespoke. We will identify any applicable exemption before agreement. Faulty-goods rights remain unaffected.

10. Guarantees and callbacks

We provide a 12-month workmanship guarantee from completion. Manufacturer guarantees for boilers, cylinders, air-conditioning units and other supplied items are as stated in your

quotation or the relevant guarantee documentation. We remain responsible for your statutory rights relating to goods we supply and services we perform.

Our workmanship guarantee does not cover pre-existing defects or faults caused by misuse, accidental damage, normal wear, failure to follow maintenance instructions or unrelated third-party work. Exclusions apply only where relevant to the cause of the fault.

Follow the manufacturer's servicing and maintenance requirements to maintain its guarantee, including annual servicing where required. You are responsible for arranging servicing and access; reminders are a courtesy and do not replace this responsibility. Separate service-package terms apply where you subscribe.

Tell us promptly if you believe our work is faulty. Reporting on installation day is helpful but is not a condition of your legal rights. We will investigate and put right faults for which we are responsible without charge, within a reasonable time. Guarantee appointments are normally during working hours, with urgency considered where appropriate.

If a reported fault may be unrelated to our work, we will explain any possible diagnostic charge before the visit. A charge is payable only if justified and the fault is outside our responsibility; no charge applies for fulfilling our legal obligations or guarantee.

11. Responsibility and complaints

We will use appropriately qualified engineers and contractors, including Gas Safe registered engineers for gas work and the relevant certification for air-conditioning work. We remain responsible for work carried out on our behalf.

We are responsible for reasonably foreseeable loss or damage caused by our breach of contract or failure to use reasonable care and skill. We do not exclude liability for death or personal injury caused by negligence, fraud, or any liability or consumer right that cannot lawfully be excluded.

To raise a complaint, contact info@heat4orce.co.uk or 01253 858400 with the job address, details and any relevant photographs. We will acknowledge complaints within five working days and aim to provide a response within 14 days, keeping you informed if investigation takes longer. These targets do not postpone any legal remedy or urgent action needed.

English law applies. This does not restrict a consumer's mandatory legal protections or rights to bring proceedings in a court available to them by law.

12. Consumer right to cancel

Where a statutory cancellation right applies to a distance or off-premises contract, you may cancel without giving a reason. For a service-only contract, the period normally ends 14 days after the day the contract is made. For a contract supplying goods, including goods with

installation, it normally ends 14 days after the day you or your nominated recipient takes physical possession of the goods; different delivery arrangements may affect the deadline.

Before agreement, we will confirm the cancellation rights, deadline, procedure and any applicable exemption for your contract. If legally required cancellation information is missing, your rights may be extended by law.

To cancel, send a clear statement to info@heat4orce.co.uk or Heat4orce Ltd, Wyre Bank, Station Lane, Scorton, Preston, PR3 1AN. You may use the form below but do not have to. Send your cancellation before the applicable period expires.

If you want services or installation to begin during the cancellation period, we will obtain your express request separately; for off-premises contracts this will be on a durable medium. If you then cancel, you may have to pay a proportionate amount for services provided, but only where the legal information and consent requirements have been met.

For service-only contracts, the cancellation right is lost after full performance only where you expressly requested early performance and acknowledged this consequence. Completing installation does not automatically end cancellation rights relating to supplied goods.

Where goods must be returned following cancellation, we will provide the required return arrangements and information about any return costs you must bear before agreement, including the cost where the goods cannot normally be returned by post. Do not disconnect gas, electrical or refrigerant equipment yourself; contact us to arrange safe handling. This does not limit your right to cancel.

Refunds will be made without undue delay and within the applicable statutory deadline, normally 14 days after cancellation; for sales contracts this may depend on return of the goods or evidence of return. We will use the original payment method unless you agree otherwise, without a refund fee, and make only deductions permitted by law.

Complete and return only if you wish to cancel.

To: Heat4orce Ltd, Wyre Bank, Station Lane, Scorton, Preston, PR3 1AN; info@heat4orce.co.uk

I/We hereby give notice that I/We cancel my/our contract for the sale of the following goods / supply of the following service:

Ordered on / received on: _____

Customer name(s): _____

Customer address: _____

Signature(s) (only if this form is submitted on paper):

Date: _____

SEPARATE EARLY-START REQUEST – SERVICE-ONLY CONTRACTS

Job/quotation reference: _____

I expressly request Heat4orce Ltd to begin the agreed services before my statutory cancellation period has expired. I understand that if I cancel after services begin, I may have to pay a proportionate amount for services supplied, where the legal requirements have been met. I acknowledge that I will lose my right to cancel this service-only contract once it has been fully performed.

Customer name: _____

Signature : _____

Date: _____

For contracts supplying goods with installation, use a tailored early-start request that preserves the applicable goods cancellation rights; do not use the service-only acknowledgement above.

