

# Heating Matters Ltd Terms and Conditions

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## Definition of estimate

This estimate is an estimate only, and is not a guaranteed fixed price. Please rest assured though that any increase in price further down the line will be due to an unforeseen circumstance and it is quite rare for this to happen. We endeavour to be as thorough as possible when surveying and pricing but due to the nature of our work it can be impossible to forward plan for every eventuality.

Should an unforeseen circumstance arise which will affect the total price, you shall always be kept informed and a discussion shall take place before the additional work is added to the total bill.

If there is anything you think is missing from the estimate, please raise this with a member of team by calling us or emailing us immediately to ensure we complete the work you require.

## Charges

We prefer to complete work towards a fixed price but unfortunately, due to the nature of our work, this isn't always possible. When we're unable to complete work on a fixed price basis we charge based on the total amount of time we have spent at the appointment/job.

We call this our '**standard rate**'.

We believe this is the fairest and most transparent way to charge for you and us. As it's based on time we appreciate that the quicker we complete the work the cheaper it is for you. We promise to be as efficient as possible but we also want to ensure that the work is completed correctly and to a high standard, we want to take our time to protect your property and to provide you with a professional service so please be aware that we will not rush the job and lower our standards in an effort to reduce your costs.

### How much is the standard rate?

Appointments that take less than 20 minutes – **£70**

Appointments between 20mins and 60 mins – **£90**

Appointments Over 60 mins – **£45 / half an hour thereafter**

Appointments which take between 3 and 4 hours – **£270**

Appointments which take over 4 hours – **£350 flat rate.**

Travelling time to the job is included within the standard rate for jobs within a 20 minute drive time of «location.post\_code», anything outside of this drive time will carry a surcharge of **£45** per additional 15 minutes' drive on to our journey to the job.

Additional time taken to complete other tasks which are associated with the job will be added to the time total. This includes but is not limited to - a collection of keys from estate agents, collecting parts from suppliers, disposal of waste on your behalf, making changes to originally agreed works, time that is taken to visit the site to re-survey etc.

## How and when to make payment

Invoices are due immediately upon receipt. We do not offer credit to customers as we're unable to complete necessary credit referencing checks.

Invoices may be raised prior to work commencing to cover material and other business costs (for jobs over the value of £500), during a project to form part of a stage payment to go towards the final bill, or when a job has been completed.

**Invoices prior to work commencing** – This invoice must be paid before we can book in a job to our schedule and continue with ordering of parts etc. If time is of the essence you may speed this process up by prompting us that you have paid by either calling us on 07506118564 during our normal working hours or emailing us at [jake@heatingmattersltd.co.uk](mailto:jake@heatingmattersltd.co.uk) as we may not see the payment until we update our accounts.

**Invoices during a project to form part of a stage payment** – We reserve the right to raise a stage payment invoice at any point of a project which shall equate to the total cost of the works completed so far.

**Job completion invoices** – Once a job is complete (if possible) the engineer will raise an invoice and send it to the billing email address we have on file.

Our preferred method of payment is via bank transfer, but we also accept debit card and credit cards. Unfortunately, though credit cards cost us more to process so if you wish to use a credit card there is an admin charge of 2.5% which shall be added to the total invoice. If you're not happy to be charged this additional charge then we are unable to accept your credit card as payment.

If you wish to pay by bank transfer please get us set up on your online banking before the appointment so that you're ready to make payment.

**Here are the details you'll need:-**

**Bank account name: Heating Matters Ltd**  
**Sort code: 60-83-71**  
**Bank account number: 29719279**

The bank we use is called Starling Bank, sometimes some banks will flag it and say the name doesn't match, this is because the actual bank name contains too many characters to fit, however, as long as the bank details are correct the funds will still land with us.

Please be aware, we do not have the facility to complete credit referencing checks. This means that we're unable to offer credit terms to our customers and payment must be made upon completion of an appointment.

Failure to make payment upon completion will incur an additional £30 inc vat administration charge. If invoice is not paid within 30 days, we shall hand over the invoice to a debt collection agency who will add further charges.

Under no circumstances should you withhold payment to ensure that the works we have completed has been satisfactory, payment upon completion is still required upon completion, any issues which arise after the service has been delivered must be claimed under our warranty.

## How and when and to contact us

Our standard office opening hours are between 9:00am and 5:00pm, Monday to Friday. Our phone lines are open between these times so if you need to speak to us please call us on 07506118564.

If you'd like to get in touch with us outside these hours then please send us an email at [jake@heatingmattersltd.co.uk](mailto:jake@heatingmattersltd.co.uk). The email will be picked up and dealt with the next working day.

**In case of emergency** - We appreciate that sometimes emergency situations occur and you might need to speak to someone urgently. In this situation, please send a text message to 07506118564. Please ensure you include your full name, address and describe the issue you are having. Please be aware, we are not a '24 hour' company, but we will endeavour to respond as fast as possible.

## Cancellations/missed/cut short appointment

If you need to cancel the appointment then please let us know as soon as possible. The best way to do this is by calling us on 07506118564 during our standard opening hours, or by emailing us at [jake@heatingmattersltd.co.uk](mailto:jake@heatingmattersltd.co.uk) if it's outside of our standard opening hours, this will be picked up on the next working day.

**Cancellation charges** - Cancelling an appointment within a 24-hour period of the start time will incur a cancellation charge of **£40**. Booking a job within the same day or within a 24-hour period will automatically void the grace period and you'll be liable to pay **£40** should you wish to cancel.

**Missed/running late for appointment charge** - If you miss an appointment then you'll be charged an additional £40. If you're running late for an appointment then we'll start our '**standard rate charge**' at our time of arrival.

Please allow us enough time to complete the works, for smaller jobs we usually book in a 2 - 3 hour window, it might be that we arrive nearer the end of that time slot and still need 2 - 3 hours to complete the work. If you need to cut the appointment short then you will be charged according to the **'standard rate charge'** and a second appointment will be made.

## Waste disposal

**Large Jobs (boiler installations & full heating systems)** - We shall remove the waste for you and dispose of it responsibly as part of the job as waste removal is factored into our job cost. We like to do what we can for the environment though and would prefer to dispose of small recyclable rubbish in your recycling waste disposal bin. This will be at your discretion and the engineer shall ask for your permission first.

**Smaller jobs (radiator installation, thermostat installation etc)** – Left over packaging from items purchased and installed in your property shall become your property and disposal of this waste is your responsibility.

## Positive feedback and how to share it.

We really value feedback, both positive and constructive feedback is welcome as it helps keep the team motivated and helps us improve where we can.

If you've been happy with what we've done then we encourage you to share this online. It really helps people like you find a trustworthy, honest company - like us.

Please share your positive experiences on the platform where you found us originally -

Google Reviews

Facebook Reviews

We appreciate you taking the time to share your positive experience and as a way of saying thank you, we'll reward you with a 10% off gift voucher for you to apply the next time you use us. 10% discount on labour only and up to a max value of £20

## How to make a complaint or share a negative experience.

We always do our best to provide excellent customer service but we know that we don't live in a perfect world and sometimes things don't always go to plan.

If there is ever a time you're not satisfied and you wish to make a complaint or share your negative experience then please follow these steps and we'll make sure we support you through making it right.

Raise your concerns with the engineer on site - please don't be afraid to discuss something you're unhappy with, we're a company that regularly shares constructive feedback with each other so rest assured - we can take it.

If you don't feel comfortable raising your concern with the engineer on-site, or you've tried step 1 and the problem wasn't resolved then please get in touch with our office by calling us on 07506118564 or by emailing us at [jake@heatingmattersltd.co.uk](mailto:jake@heatingmattersltd.co.uk)

We're pretty confident that we'll have your problem resolved by this point but if you still feel let down then please email [jake@heatingmattersltd.co.uk](mailto:jake@heatingmattersltd.co.uk) and use 'unhappy customer' as the subject field.

Raising a concern is treated very seriously, we always look at things that have had a negative impact on our customers and try to change what we do so that we can turn it into having a positive impact. So, trust us when we say - we want to hear about it, but please respect that we would prefer it to be private whilst we work on improving it.

If you still feel like you've been let down then we will have failed to be the company we set out to be, and at this point, we think it's fair that you can share your negative experience online. But only share your experience online if you have followed the steps above.

Failing to adhere to the steps above before sharing negative feedback on social media or any other online platform will result in court action being taken against you for damages caused to a business's reputation.

## Job specific terms and conditions

Boiler installations/general heating/general plumbing jobs etc.

We cannot be held responsible for damages which occur whilst completing works which are outside of the scope of a plumbing, heating and gas engineer. Including, but not limited to, lifting and refitting carpets, laminates, floor boards, roof tiles and removal of brick work. Sometimes it's essential for us to carry out such works to enable us to deliver our service but we advise you to instruct a professional who is qualified in that area to complete the works should you wish for someone to be liable for such damages.

Due to the nature of our work, we may cause damage to brick work, plaster work, floor boards and skirting boards etc whilst completing tasks such as drilling, hole cutting, sawing and general construction work. Whilst we endeavour to keep minimise this risk and take steps to prevent such damage, we cannot be held responsible for any such damage that should arise due to carrying our works.

We cannot be held responsible for any leaks or faults which occur due to the work we carry out to an existing plumbing, heating and boiler system. This includes, but is not limited to, leaks to existing pipework, valves, fittings, connections and seals. We cannot be held responsible for any damages which occur to property from such leaks or failures.

Damage that has been caused by an accidental event, such as water spillage on carpet or has been caused by leakage from a newly installed component such as a boiler, pipework, valves, fittings, connections and seals shall be repaired or made good by us. In this event, you are expected to contact us immediately and you must give us the opportunity to investigate the issue to determine what has been the cause. We must also be given the opportunity to make it good. We reserve the right to have the choice between going through our insurance or to employ our own contractors to complete any work at our own cost or to replace the item/settle with a good will gesture to a value of no more than what the product is worth. This decision will be for us to decide.

### **Boiler/appliance fault diagnosis and repairs**

We cannot guarantee a first-time fix on boilers and central heating systems, boilers and central heating systems can have a number of issues and sometimes, only through the process of elimination, are we able to rectify some faults. This can result in high repair bills but no discount or reduction of the bill shall be applied if further visits are required.

If you suspect a complete miss diagnosis has occurred then this can be raised through our complaints procedure and an investigation shall occur, however, if it is discovered that our procedure was completed correctly then you may be liable for further charges.

Fittings/components in existing boilers may be close to failing/leaking and due to the nature of the work we're carrying out, we may disturb these fittings/components. We cannot be held responsible for any leaks or component failure which arises whilst carrying out repair work on an existing boiler/appliance.

### **Boiler/appliance servicing**

When we have been instructed to carry out a service on a boiler/appliance, we are there to complete a service only, if there is a fault on the boiler please make us aware of this as you require a 'boiler/appliance fault diagnosis and repair', if we find that there is a fault with the appliance whilst on site and it affects our ability to service you will still be charged for the boiler service and requoted for a boiler fault/appliance fault diagnosis, this will most likely be on a different day at our next available slot.

We're also unable to book boiler/appliance fault diagnosis visits and boiler services on the same visit, due to not knowing what is required exactly to repair the boiler.

We're unable to offer any guarantees after a boiler has been serviced, in some cases faults can occur after a boiler has been serviced, this is usually due to old components that are close to breaking or debris within the boiler moving and getting lodged in a moving part or tight water ways. If an issue arises after a boiler has been serviced a further visit will be chargeable at our 'standard rate', however, if the call out is due to engineer error we shall waiver this fee. You can trust us to be honest in this scenario.

### **Powerflushing/system cleaning**

A power flush or a system clean is not guaranteed to resolve underlying issues with your heating system. The only way to guarantee underlying issues to be resolved is by installing a new system. We cannot be held responsible if the power flush or system clean has not fully resolved your issue any further works required will be chargeable and shall be quoted for separately.

We may need to disturb existing components on your heating system to allow us to carry out the power flush or system clean

We cannot be held responsible for any water leaks that may occur during or after a power flush or system clean has been completed. This includes, but is not limited to, radiators, radiator valves, boilers, hot water cylinders, pipework and other fittings connected to your boiler and central heating system.