

## **Introduction**

The following terms and conditions apply to all transactions with Dancan maintenance. The conformation of our services indicates your acceptance of these terms and conditions. Please read them carefully and print a copy for future reference.

In these terms and conditions the following definitions apply:

“The Company” is Dancan maintenance Ltd.

“Client” is the individual, company or organisation placing an order for services with Dancan maintenance Ltd or requesting information from Dancan maintenance Ltd

“you” or “your” refers to the customer

“We” or “us” or “our” or “Our” refers to Dancan maintenance Ltd

“Materials” are any products supplied by Dancan maintenance Ltd

“Third party” is any person, company or organisation of any kind that is not either the customer or Dancan maintenance Ltd.

These terms and conditions do not affect your statutory rights. We have the right to refuse at our discretion to supply materials and our services ordered by you.

## **Guarantee**

All of our work is guaranteed for a period of 3 months. Aside from wear and tear we will rectify any problems caused by our works.

## **Material Guarantee**

All Materials supplied are covered by the terms and conditions of the Original Manufacturers Guarantee for a period of 12 months or longer if relevant this is in addition to the consumers’ statutory rights.

## **Quotations and pricing**

Our hourly rates for tradesmen and qualified tradesmen are shown on our website. Alternatively for larger works we will supply a written quotation. If the client is paying for a tradesman hourly and are not at the job location at the agreed time the first hour will be charged. In the event of a qualified tradesmen being needed (i.e. gas safe plumber or part P electrician) and not expressed when booking, the initial hour for the tradesman will be charged as the tradesmen will not be covered legally to proceed.

Work is charged at hourly increments, if the job is finished before the hour is up the client will still be charged for the full hour.

Should the need arise to collect parts and materials the client will be charged for materials and for collection the hourly rate will still apply. If materials are needed outside of normal retail opening times, then a new booking will be required.

## **Payment Method**

We will take payment for services and materials by telephone within 24 hours of completed works.

Payment may be made by certain credit or debit cards. All payment made by credit card either in person or over the telephone are processed through a secure website.

For larger works we will arrange for a deposit and interim payments to be taken throughout the process, this will be arranged between Dancan maintenance Ltd and the client prior to commencing work.

Payments by cheque or cash in UK pounds are also acceptable. Other payment methods may be accepted at the sole discretion of Dancan maintenance Ltd. VAT is payable on all transactions at the current UK rate.

Dancan maintenance Ltd reserves the right to charge interest on any unpaid invoice after 14 days of due date (whether fully or partly unpaid) at the rate of 5% per month (or part thereof) of the full value of the invoice.

Course certification will not be issued until payment in full has been received.

## **Cancellation**

For work involving a deposit (larger works) Work can be cancelled or postponed at any time by the customer, however a charge for postponement or cancellation will apply. If pre-booked work is cancelled within 14 calendar days of the commencement date a 50% charge of the deposit will apply. If work is cancelled within 5 calendar days of the commencement date a 100% charge of the deposit will apply. If work is postponed by the client the charges above apply unless a new satisfactory date is agreed with the directors of Dancan maintenance ltd. For call outs (hourly rates) Work can be cancelled up to 24 hours prior to booked job if cancelled after this time or the tradesmen is unable to carry out work the 1<sup>st</sup> hour will still be charged.

Work can be cancelled or postponed at any time by Dancan maintenance ltd without cost to imperative training limited being incurred.