Terms & Conditions

1. **"Banner Plumbing" shall mean Banner Plumbing Ltd**
   "The Customer" shall mean the person or organisation for which Banner Plumbing agrees to carry out works.

2. Banner Plumbing reserves the right to refuse or decline work at its own discretion**.**

3. There must be parking available near the property in order for us to undertake any work.

4. COLLECTION OF MATERIALS

   i) Time is of the essence.
   ii) The customer must be informed wherever possible when the operative leaves the premises.
   iii) If collection time is likely to exceed 60 minutes the customer must be additionally informed of the circumstances.

5. Invoices are due for payment within 14 days of delivery to the customer (unless otherwise agreed). Any invoices unpaid after 30 days will be liable to interest at Bank of England base rate plus late payment fee. All amounts stated shall be Inclusive of VAT, which will be added at the current rate in force.

6. Banner Plumbing accepts no liability in respect of late attendance due to late or non-delivery of materials to suppliers.

7. If the customer cancels their instructions after the quote has been accepted, then the customer shall be liable for any related expenses and materials supplied. If the customer cancels an appointment with less than 24 hours notice then a charge may be applied.

8. If, after Banner Plumbing has carried out the works, the customer is not satisfied with the works then the customer shall contact us as soon as possible as per our complaints policy, which can be viewed on our website.

9. Banner Plumbing offers a guarantee on labour only in respect of faulty workmanship 6 months from the date of completion with the manufacturer's warranty in force. The guarantee shall become null and void if the work/appliance completed/supplied by Banner Plumbing is:
   a) Subject to misuse or neglect
   b) Repaired, modified or tampered with by anyone other than a Banner Plumbing operative. Banner Plumbing will accept no liability for or guarantee suitability for materials supplied by the customer and will accept no liability for any consequential damage or fault.

10. Banner Plumbing will not guarantee any work in respect of blockages in waste and drainage systems etc.
    Banner Plumbing will not guarantee any work undertaken from the customer and against written or verbal advice of the operative.
    Work is only guaranteed in respect of work undertaken by Banner Plumbing once payment in full has been made.
    Any non-related faults arising from recommended work which has not been undertaken by Banner Plumbing will not be guaranteed.
    Banner Plumbing shall not be held responsible or liable for any damage or defect resulting from work not fully guaranteed or where recommended work has not been carried out.
    Work will not carry a guarantee where the customer has been either verbally or in writing, informed of any other related work that requires attention.
    The customer shall be solely responsible for any hazardous situation in respect of GAS SAFE regulations or Gas warning notice issued.

10. Where Banner Plumbing agrees to carry out works on installations over 10 years old no warranty is given and Banner Plumbing accepts no liability in respect of the effectiveness of such work.

11. Situations or events out of our control.
Banner Plumbing shall not be liable for any delay or consequences in performing its obligations if such delays are due to causes beyond its control such as:
Where weather conditions make it impossible or unsafe for us to perform any of the services.
If materials that are ordered are not delivered on the date or time agreed with the supplier (and it is not possible to obtain a replacement from an alternative supplier at all or within a reasonable amount of time, or the price charged by the alternative supplier is excessively higher than the original supplier)
Where you make a change in the services you wish us to perform, which results in us having to do further work or wait for new or different materials.
Where we must wait for other providers of services (who have been engaged by you) to complete their work before we are able to perform ours.
Where the area in the premises have not been readied by you as you and we agreed to in order for us to perform the service. ie. Removal of furniture/belongings from work area.

12. Banner Plumbing shall only be liable for rectifying works completed by Banner Plumbing and shall not be held responsible for ensuing damages or claims resulting from this or other work overlooked or subsequently requested and not undertaken.

13. We do not provide structural surveys or offer or provide opinions or advice structural or other building related matters. If you need such survey, advice etc please consult a chartered or other professionally qualified surveyor.

14. Where these conditions are at odds with any conditions sought to be imposed by the customers, these conditions shall have precedence over any such alternative terms.

15. Price and payment.
We charge per hour (1 hour minimum labour fee, regardless of time on site) plus cost of parts & materials. This time will also include travel to suppliers if parts are not in stock on the van, and also travel time to and from the property.
Our charges based on a quote:
If we provide a quote then we will charge you the amount stated rather than charged on the time taken to perform the service. If we provide an Estimate the cost may differ depending on other materials required for the job.
Quotes/Estimates are provided for the whole job and are not broken down into labour and material prices. Note: Quotes/Estimates are valid for 14 days from the date they are given.
There can be times when we need to charge you a higher amount than stated. This can occur for a number of reasons, in particular:

What you require us to do changes, or the amount of work or services you require us to provide increases or is different to what we and you agreed before we started performing the service or
When we start performing the service it becomes apparent that the amount of services we will need to perform the type of work that is involved is different to what we agreed before we started performing the service and which we could not reasonably foresee before we started preforming the service.
A high increase in price of materials.

Where we are unable to gain access to the premises to carry out the services at the times and dates we have agreed with you, the whole appointment time will be charged.

16. Materials:
Where we purchase materials, we suggest that you examine them as soon as you reasonably can after delivery and/or installation.
Any materials we purchase, or use will be new, and of satisfactory quality and fit for the purpose of being used in general building work.

If specified in the quote or as agreed by you and us, we will purchase materials and goods for use in providing the services.
Until we receive full payment for the materials, we (Banner Plumbing) shall own the materials. Charges will be applicable should we need to return to remove items.
If you wish to supply any materials or goods, then we will not be liable as regards whether they are of satisfactory quality or fit for purpose to which they are to be used.
We do not remove items/rubbish for disposal unless requested to do so and will be charged extra unless specified in the quote/estimate provided.

17. Cancellation by you:

Once we and you enter into a binding contract you will have 14 days to cancel.
If we agree to cancel, then you will be responsible for the cost of:
Any of our time in performing the service up to the date we stopped providing the service.
Any materials we are contractually committed to buying up to the date of termination and are unable to return to the suppliers., or any restock charges for return of materials.