

Domestic Terms and Conditions

1. All quotations and/or information provided by Old Plean Roofing Ltd remains the property of same and must not be shared unless expressly instructed by Old Plean Roofing Ltd in writing.
2. The quotation is valid on the assumption that all quoted works are carried out in one operation – weather permitting.
3. All quotations and commencement dates are subject to materials and labour being available when required. We cannot be held responsible for delays due to weather conditions or any other cause beyond our control.
4. Extra works will be identified, priced and agreed prior to commencing. Any hold-ups caused prior to agreement will be fully payable by the client.
5. All materials remain the property of Old Plean Roofing Ltd until full payment has been made.
6. Reasonable access for plant and labour must be made.
7. Whilst we will take great care when removing old roof coverings and flashings, we will not be held responsible for resultant water ingress during this process. Neither are we responsible for damage caused to or by weak or cracked ceilings.
8. Old Plean Roofing Ltd will not be responsible for removal or reinstallation of aerials and satellite dishes. This responsibility remains with the owner.
9. Old Plean Roofing Ltd will not be responsible for disconnection/reconnection of any fires/flues. This will be the responsibility of the owner.
10. Payment will be deemed due on date of completion of works and will be subject to VAT at the current rate of 20%. All prices given include VAT unless otherwise stated.
11. Insurance work will be billed to the client who will be directly responsible for payment to Old Plean Roofing Ltd. Any insurance payment will be directed to the client in reimbursement.
12. In the case of jointly and severally owned properties Old Plean Roofing Ltd must have sight of funds available in order to meet the full quotation price prior to commencement of

works. We would prefer that one or two people be nominated representative of the residents therein and our accounts will be submitted to them.

13. Quotation is valid for 7 days from date thereon.

14. A 35% deposit is required prior to commencement of works.

15. Our Warranty period will cover our works only and will not cover any subsequent damage from failed materials or workmanship.

16. Quotation is deemed to be instructed upon written or emailed notification and receipt of any deposit due. Alternatively, you may use the form below:-

17. Deposit will be invoiced approximately 4 weeks before the agreed start date. Funds should reach our account no more than 5 days after issue of invoice.

18. Full re-measure of quantities will be carried out prior to our Final Account being issued.

19. Depending on the duration, type and complexity of the work undertaken we reserve the right to issue interim valuations for immediate payment. These will be issued after 3 weeks of work.

IMPORTANT INFORMATION

Name: **Old Plean Roofing Ltd**

Registered Address: **Ryani House, Main Street, Old Plean, Stirling FK7 8BH**

Telephone: **01786 811 033 / 07703 640 229**

Email: **info@oldpleanroofing.co.uk**

Website: **www.oldpleanroofing.co.uk**

Legal form: **Limited Company**

Companies House Number: **SC552096**

Business Activities: **Roofing Contractor**

Payments accepted by: **BACS,CHEQUE**

Insurance details: **Available to view at our office on request**

Applicable Law: **We abide by Scottish Law and all its jurisdiction**

Consumer Contracts: Notice of Right to Cancel

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have a right to cancel this contract during a period of 14 calendar days from the day this notice is sent or given to you. During that period if you choose to cancel the contract any money paid by you will be refunded.

However, if you have already given written approval for the work to begin before the end of the cancellation period you may be required to pay for goods or services already provided.

If you wish to cancel the contract you must do so in writing and send by email or post to this office addressed to the Managing Director, or deliver in person.

General terms and conditions: A letter of engagement accompanied by our standard terms and conditions will be provided at the start of any contract for works.

Construction Phase Plan: We comply with all HSE requirements and have a Construction Phase Plan available for viewing which we can discuss with you as required throughout the contract.

Guarantees: Old Plean Roofing Ltd guarantee all their work for 24 months from date of completion. This covers materials and labour. Emergency temporary repairs are not covered. Guarantees are not insurance backed.



Complaints Procedure: We always endeavour to provide the best service and products to our customers. However, on rare occasions we recognise that there may be times when our customers may not be completely satisfied.

To ensure we are able to put things right as soon possible please read our complaints procedure below. We will always respond promptly to ensure complete satisfaction.

Please inspect the work as soon as possible after completion to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call write or email us on the details at the top of this document.

Please also see our Complaints Procedure below.

OLD PLEAN ROOFING Complaints Procedure

OLD PLEAN ROOFING aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with OLD PLEAN ROOFING.

If you are not happy with OLD PLEAN ROOFING please tell us. If you are unhappy about any OLD PLEAN ROOFING service, please speak to the relevant staff member, manager or Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint: If you are not satisfied with our response or wish to raise the matter more formally, please write to the Managing Director.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Finally, please also let us know if you are happy with OLD PLEAN ROOFING'S services.

Signed

Dated: 01/05/2021

A handwritten signature in black ink, appearing to read "M. Thornton".

Mark Thornton

Managing Director