



West Bridgford Plumbing & Bathrooms Ltd

8 Devonshire Road, West Bridgford,
Nottingham NG2 6EU



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Terms and conditions of work

1. All estimates are subject to confirmation by West Bridgford Plumbing & Bathrooms Ltd ("the Company") on receipt of an order from the customer. If the customer requires a specific task to be included in the work then they should request that the estimate is updated to include that task.
2. Once goods are ordered per the original estimate or in agreement with the customer then any change requests (or cancellations) may be subject to re-stocking charges levied by the stockist/manufacturer.
3. Estimates include specific details of what is included in the contract, but if anything unforeseen arises during the work then the Company will try to bring it to the attention of the customer where it is reasonable. Where there is a choice or option, then the Company will bring it to the attention of the customer for their approval. If the customer has any changes to the original work then these should be confirmed in writing. The value of any variations to the work ordered, to be carried out by the Company, shall be added to the price stated in the Company's estimate.
4. Unless specified the estimate does not include any cost for plastering or decorating either existing walls, newly constructed walls or newly plastered walls. If the removal of tiles damages walls then additional work may be required at an additional cost. The cost of tiling is based on typical sized tiles rather than mosaic or metro sized tiles - these may incur additional charges. The Company will specify if the disposal of rubbish is included the estimate, but this does not include the cost for disposing of hazardous waste, which may require a specialist contractor.
5. Suitable materials are used by the Company for all work carried out by it, but are subject to any such conditions of sale which may be attached thereto by the manufacturer or supplier of such goods. In the event of any materials from whatever source proving faulty, the liability to the Company to make good is limited to such amount as may be recovered from the manufacturer or supplier.
6. Where materials are supplied by the customer it is their responsibility to ensure that they are of suitable quality and sufficient quantity. Any additional work arising due to defects in these materials will be charged to the customer as an additional cost.
7. Defects which may exist or appear within twelve months from the completion of the contract, if proved to arise from defective materials supplied by the company or workmanship will be made good by the Company at its own cost. Where an item has been fitted and is covered by a manufacturers warranty than the customer should contact the manufacturer to resolve any issues with the product.
8. Work in any occupied dwelling will be carried out by the Company on the basis that any furniture or floor coverings will be removed to allow access to execute the work (unless agreed in advance) and that the customer will take appropriate action to protect their own furniture, furnishings or floor coverings during the execution of work.
9. Title to all materials intended for work in any contract carried out by the Company shall not pass from the Company to any customer until the earlier of either:
 - i. The receipt by the company of all sums due in respect of work or
 - ii. The permanent incorporation by the company of those materials into the work of which is the subject of the contract.
10. An invoice will be raised on completion of the work detailed in the estimate. Services are subject to VAT on labour and materials, which is currently set at 20%. This may be subject to change depending on Government policy.
11. Payment in respect of all contract works shall become due immediately after submission by the Company of its invoice to the customer in respect of the completed contract works. If payment is withheld due to a lack of satisfaction then you must inform the Company immediately so that any issues can be investigated and rectified promptly.
12. Payment can be made by cheque, electronic transfer or Debit/Credit cards. The customer should indicate which method of payment they intend to use to make payment. At the moment the Company the company accepts payments made by credit card up to £500 but for larger amounts this needs to be agreed with the Company.

13. The Company reserves the right to use materials from an alternative manufacturer in the event of materials specified being unavailable.
14. The Company cannot be held responsible in any way for an existing system or materials and/or its performance before, during and after any work is carried out. The Company reserves the right to check and test any system before commencing work.
15. In contracts valued at £1,500 or more, the Company will request a deposit of 50% of the contract value at the commencement of the work.
16. See our separate policy on General Data Protection Regulation for information on our approach to data protection and privacy.

Registered company number 5810818
VAT registration number 920 5742 39