

**1. INSTALLATIONS**

1.1 On acceptance of the quotation/estimate, you will be advised of the date of works commencement. The Engineers daily schedule (Mon-Fri) is programmed in advance.

1.2 In the unavoidable instance of unforeseen calls on emergencies Ampella Maintenance Ltd reserve the right to change the date of works, giving you a priority booking at a mutually convenient time and day.

1.3 Ampella Maintenance Ltd shall not be held responsible for any loss or damage arising out of the delay due to circumstances beyond Ampella Maintenance Ltd's control.

1.4 You have the right to cancel any works scheduled for Ampella Maintenance Ltd to undertake, providing the office has 48 hours' notice. Any parts Ampella Maintenance Ltd have ordered specific to your project will be invoiced to you unless i) Ampella Maintenance Ltd are able to return to the said suppliers and obtain a full refund and no restocking charges, ii) Ampella Maintenance Ltd are able to re-use internally.

1.5 Ampella Maintenance Ltd will not be liable for failure and leakage from existing pipework, radiators, valves, taps, gas soundness test etc, due to but not limited to pressurisation.

1.6 Faults occurring from existing pumps, motorised valves or heating and hot water controls a will not be covered by any warranty from Ampella Maintenance Ltd unless specified.

1.7 Any defect which is a result of fair wear and tear will not be the liability of Ampella Maintenance Ltd.

1.8 You acknowledge that it may be necessary to disturb, alter or cause damage to the property and its fixtures and fittings when carrying out the installation and that there may be a degree of redecoration required following completion of the installation and that you will be responsible for (including the cost of) any redecoration including replacing or repairing damage caused to fixtures, fittings, carpets, decorations in property (other than damage caused by our negligence).

1.9 If additional work is necessary during the installation which could not have been reasonably identified at the time the survey was carried out, we will provide you with a quotation for this additional work. If you request us to proceed with the additional quotation the cost of the additional equipment and/or work shall be due from you under the Order, if you do not request us to proceed with the additional quotation, we will use reasonable endeavours to conclude the original quotation, but we will not be liable for any diminished performance or functionality of the installation.

1.10 The quotation/estimate will not have allowed for any charges incurred on electrical installations, unless specified.

1.11 The quotation/estimate will not have allowed for a power flush, unless specified.

1.12 Date of installation (completed) is the date the boiler is commissioned or for non-boiler work the date of invoice.

1.13 Ampella Maintenance Ltd provide an out of hours phone link for emergencies only t. 01428 604 566 subject to availability. Out of hour rates will apply available on request. All call outs are chargeable and Ampella Maintenance Ltd does not operate on a no fix, no fee basis.

**2. HEALTH & SAFETY**

2.1 Please ensure the work area is cleared of any free-standing appliances and furniture.

2.2 The Ampella Maintenance Ltd full Health & Safety policy is available for viewing at the Grayshott Office.

2.3 A copy of the Ampella Maintenance Ltd Risk Assessment document (Safety Management System) is available for viewing at the Grayshott Office.

2.4 Ampella Maintenance Ltd reserves the right to refuse to attend any job that has potential hazardous elements, which could lead to injury to their staff and/or damage to equipment.

2.5 Access is required for company vehicles as near to the property as possible. For installations and replacement systems, due to the amount of staff and weight of the parts involved, it may be necessary for more than one vehicle to be used.

2.6 The removal of old equipment i.e. boiler, is arranged by Ampella Maintenance Ltd unless specified.

**3. INSURANCE**

3.1 It is assumed all relevant Local Authority permissions have been met.

3.2 It is assumed the homeowner has instructed the Gas/Electricity/Water supplier if relevant for alteration.

3.3 PI cover is available at 2% of contract value (minimum charge £300.00).

3.4. In respect of gas fires, no allowance is made for works in conjunction with flues and chimneys, unless specified.

**4. CONSEQUENTIAL LOSS OR DAMAGE**

4.1 Without prejudice to the customers statutory rights, Ampella Maintenance Ltd will pass to the customer the benefit of any guarantees they have received in respect of materials supplied by them and undertakes to repair or, if necessary, replace free of charge any materials or work found to be defective if the defect is due to faulty workmanship by Ampella Maintenance Ltd, their employees or agents and is brought to their attention within 12 months of the installation of the work.

4.2 Ampella Maintenance Ltd accepts no responsibility for any drawing, design or specification not prepared by them.

4.3 Ampella Maintenance Ltd responsibility to the customer is limited to the fulfilment of the contract in a proper and workmanlike manner and they are not liable for any consequential loss or damage arising out of the execution of the contract, unless due to negligence of Ampella Maintenance Limited, his employees or agents.

4.4 Ampella Maintenance Ltd shall not be liable for any wear and tear, loss or damage, direct or indirect, nor for any extra work entailed due to the apparatus being put into operation by the customer or by Ampella Maintenance Ltd, his employees or agents at the customer's request before it is handed over for beneficial use.

4.5 The repair or replacement of any faulty work or materials shall only be carried out by Ampella Maintenance Ltd, his employees or agents: otherwise, their warranties as to repair or replacement shall not apply.

4.6 Ampella Maintenance Ltd liability shall be limited to giving the customer the benefits of any guarantee given to them by the manufacturers.

**5. TITLE OF GOODS**

5.1 The ownership of goods will not be transferred to the purchaser until paid for in full. Ampella Maintenance Ltd reserve the right to remove goods from either site or client's premises, without prior notice in the event of unpaid or overdue invoices. The full cost of removal including labour, travelling, transportation and any legal costs will be recovered from clients.

**6. PAYMENT**

6.1 50% of the cost of the estimate to be provided as a deposit by the client prior to works commencing.

6.2 Settlement of the balance upon completion of the works.

6.3 Ampella Maintenance Ltd accepts major credit and debit cards for payments.

6.4 VAT is charged where applicable at the rate ruling at the date of dispatch.

**7. GUARANTEE**

7.1 12 months warranty on installations and materials is endorsed by Ampella Maintenance Limited unless specified by the manufacturer.

7.2 Ampella Maintenance Ltd and its Engineers are certified with the Gas Safe Register and Oftec.

7.3 In respect of boiler leaks workmanship is guaranteed for 12 months from the date of installation.

7.4 Ampella Maintenance Ltd regrets they cannot accept any liability for the condition or performance of the existing installations retained.

### 1. SERVICE & MAINTENANCE

- 1.1 Ampella Maintenance Ltd is not responsible for the making good of work unless specified.
- 1.2 The quotation/estimate will not have allowed for any charges incurred on electrical installations, unless specified.
- 1.3 On acceptance of the quotation/estimate, you will be advised of the date of works commencement. The Engineers daily schedule (Mon-Fri) is programmed in advance, in the unavoidable instance of unforeseen calls on emergencies Ampella Maintenance Ltd reserve the right to change the date of works, giving you a priority booking at a mutually convenient time and day. Ampella Maintenance Ltd shall not be held responsible for any loss or damage arising out of the delay due to any beyond Ampella Maintenance Limited's control.
- 1.4 Ampella Maintenance Ltd undertake to carry out agreed works as per the quotation/estimate and the clients' approval. Should further works be required at the site of works, the client will be informed via the office of any additional cost relating to any unforeseen works. Any alterations or deviation from the installation specification involving extra costs will become an extra charge over and above the quoted price.
- 1.5 You have the right to cancel any works scheduled for Ampella Maintenance Ltd to undertake providing the office has 48 hours' notice. Any parts Ampella Maintenance Ltd have ordered specific to your project will be invoiced to you unless i) Ampella Maintenance Ltd are able to return to the said suppliers and obtain a full refund, ii) Ampella Maintenance Ltd are able to re-use internally.
- 1.6 Ampella Maintenance Ltd provide an out of hours phone link for emergencies only t. 01428 604 566 subject to availability. Out of hour rates will apply available on request. All call outs are chargeable and Ampella Maintenance Ltd does not operate on a no fix, no fee basis.

### 2. HEALTH & SAFETY

- 2.1 Please ensure the work area is cleared of any free-standing appliances and furniture.
- 2.2 The Ampella Maintenance Ltd full Health & Safety policy is available for viewing at the Grayshott Office.
- 2.3 A copy of the Ampella Maintenance Ltd Risk Assessment document (Safety Management System) is available for viewing at the Grayshott Office.
- 2.4 Ampella Maintenance Ltd reserves the right to refuse to attend any job that has potential hazardous elements, which could lead to injury to their staff and/or damage to equipment.
- 2.5 Access is required for company vehicles as near to the property as possible. For installations and replacement systems, due to the amount of staff and weight of the materials involved, it may be necessary for more than one vehicle to be used.
- 2.6 The removal of old equipment i.e. boiler, is arranged by Ampella Maintenance Ltd, unless specified.

### 3. INSURANCE

- 3.1 It is assumed all relevant Local Authority permissions have been met.
- 3.2 It is assumed the homeowner has instructed the Gas/Electricity/Water supplier if relevant for alteration.
- 3.3 PI cover is available at 2% of contract value (minimum charge £300.00).
- 3.4. In respect of gas fires, no allowance is made for works in conjunction with flues and chimneys, unless specified.

### 4. CONSEQUENTIAL LOSS OR DAMAGE

- 4.1 Without prejudice to the customers statutory rights, Ampella Maintenance Ltd will pass to the customer the benefit of any guarantees they have received in respect of materials supplied by them and undertakes to repair or, if necessary, replace free of charge any materials or work found to be defective if the defect is due to faulty workmanship by Ampella Maintenance Ltd, their employees or agents and is brought to their attention within 12 months of the installation of the work.
- 4.2 Ampella Maintenance Ltd accepts no responsibility for any drawing, design or specification not prepared by them.
- 4.3 Ampella Maintenance Ltd responsibility to the customer is limited to the fulfilment of the contract in a proper and workmanlike manner and they are not liable for any consequential loss or damage arising out of the execution of the contract, unless due to negligence of Ampella Maintenance Ltd, his employees or agents.
- 4.4 Ampella Maintenance Ltd shall not be liable for any wear and tear, loss or damage, direct or indirect, nor for any extra work entailed due to the apparatus being put into operation by the customer or by Ampella Maintenance Limited, his employees or agents at the customer's request before it is handed over for beneficial use.
- 4.5 The repair or replacement of any faulty work or materials shall only be carried out by Ampella Maintenance Ltd, his employees or agents: otherwise, their warranties as to repair or replacement shall not apply.
- 4.6 Ampella Maintenance Ltd liability shall be limited to giving the customer the benefits of any guarantee given to them by the manufacturers.

### 5. TITLE OF GOODS

- 5.1 The ownership of goods will not be transferred to the purchaser until paid for in full. Ampella Maintenance Ltd reserve the right to remove goods from either site or client's premises, without prior notice in the event of unpaid or overdue invoices. The full cost of removal including labour, travelling, transportation and any legal costs will be recovered from clients.

### 6. PAYMENT

- 6.1 A deposit of 25% of the cost of the estimate may be required by the client prior to works commencing.
- 6.2 Settlement of the balance upon completion of the works.
- 6.3 Ampella Maintenance Ltd accepts major credit and debit cards for payments.
- 6.4 VAT is charged where applicable at the rate ruling at the date of dispatch.

### 7. GUARANTEE

- 7.1 12 months warranty on installations and materials supplied are endorsed by Ampella Maintenance Ltd unless specified by the manufacturer.
- 7.2 Materials not supplied by Ampella Maintenance Ltd are not covered by any company guarantees.
- 7.2 Ampella Maintenance Ltd and its Engineers are certified with the Gas Safe Register and Oftec.
- 7.3 In respect of boiler leaks workmanship is guaranteed for 12 months from the date of installation.
- 7.4 Ampella Maintenance Ltd regrets they cannot accept any liability for the condition or performance of the existing installations retained.