

TERMS AND CONDITIONS FOR HEATING REPAIRS AND SERVICING

Salter Heating and Plumbing Limited agrees to carry out works agreed quoted via verbal or written agreement.

All works carried out by Salter Heating and Plumbing LTD are subject to a standard 14 day cooling period from date of acceptance unless scheduled work is due to start within 7 working days whereby you agree to waive this period.

Once you have contacted us to carry out the work, where possible we will provide an estimated date to return and carry out the quoted works. This shall be an indication only and time shall not be of the essence of the contract. Where it has not been possible to provide a date for the work, for example waiting for parts and materials we will then contact you upon receiving the part to agree a date.

Please note all extra works agreed either verbally or written will be invoiced separately.

You are responsible for ensuring that there is adequate gas / oil / solid fuel / water / electricity etc supply to the dwelling prior to commencement of works.

You must let us know of anything which may present a hazard or danger to anyone carrying out work in your property.

The following is not included in the quote unless specified: Repairing, replacing or cleaning appliance flues: Unforeseen repairs identified or needed due to design faults in your current system. Any improvements which are need to your plumbing/heating system or electrical system, including the cost of a power-flush or any work needed to bring your system up to current standards.

We will remove all redundant parts and materials from site unless you request otherwise.

Salter Heating and Plumbing LTD reserve the right to decline any work undertaking.

All parts supplied are covered via a manufacturer's warranty, please note in the case of a part failing during this time the warranty does not include the labour cost to replace the item and this will be chargeable.

Payment is due upon completion of works unless previous agreed in writing. Engineer's job sheets once completed and signed by the customer are a legally binding contract.

How do we protect your personal information? We take appropriate physical, electronic and managerial measures to ensure that we keep your personal data secure and accurate. Any credit or debit card payments are passed securely to our payment processing partner in accordance with the Payment Card Industry Security Standard. We don't store any debit or credit card details on our database, which is protected by a Cyber Essentials Certified IT service. Emails aren't always secure, and they may be intercepted or changed after they've been sent. Please do not send any financial data through email.

Using your data: We will never sell, rent or trade your personal data. Data may be shared internally so that we can provide you with a complete service. Your data may be shared confidentially with third parties in order to engage them for specialist services required as per this contract. For example:

- We are legally required to register installations of appliances such as boilers, oil tanks, gas fires, and gas and solid fuel stoves with the appropriate industry regulator, such as Gas Safe, OFTEC and HETAS.
- We may also register your details with a boiler/oil/tank/stove/fire manufacturer for the appliance's warranty to be authorised.
- To carry out installation work we may disclose your address to a merchant in order to deliver heavy goods to your property, such as an oil tank, building or plumbing materials, or waste skip.

You can read our privacy statement on our website: www.salterheating.co.uk

Showroom at:
6 Station Road, Chepstow, NP16 5PB

Office: **01291 621545**
Showroom: **01291 627000**
Classic Stoves: **01291 628080**

