

Terms and Conditions

1. Whilst all reasonable care will be taken during the execution of the works, no responsibility can be accepted for any faults or failures that may occur to existing pipework, fittings, equipment, etc. due to disturbance caused by the proposed works.
2. Any estimate will be based on a non-intrusive survey of the property and, as such, it is assumed that any existing systems that we connect to are in good condition and in working order. Should we find, during the course of the works, any faults with the existing systems then we reserve the right to make a charge for correcting same. Should the client fail to mention any relevant facts relating to the existing installation we reserve the right to make a charge for correcting same.
3. Dismantling, clearing and re-instatement of any fitted cupboards, units etc. to permit the proposed works to proceed will be charged at extra cost unless specified.
4. If, during the execution of the proposed works it is necessary to gain access into floors below fitted carpets, these will be lifted by us and laid back on completion. No re-stretching or fixing has been allowed for unless specified. For floors covered with thermoplastic tiles, vinyl sheet covering, cork tiles or laminate flooring, no allowance has been made for reinstatement unless specified.
5. During the execution of the proposed works, it may be necessary to isolate various water, gas & electrical services. This will be advised in good time and the period of isolation will be as short as possible.
6. Whilst all holes formed during the execution of the proposed works will be made good on completion, no allowance has been made for re-instatement of decorations. Whilst every effort will be made, we cannot guarantee to match existing brickwork where boiler flue terminals have been removed.
7. No allowance has been made for casing in of pipe work or painting/decorating of the new works.
8. It has been assumed that unrestricted access to all relevant parts of the property will be afforded to us during the course of the works. Any delays caused by restricted access not notified at the time of survey may be subject to an extra charge and/or delay in completion.
9. Where other trades are involved in the works and these trades are not under our control any delays that may be caused to our progress by these trades may be subject to an extra charge and/or delay in completion.
10. As far as is possible, the works will be carried out in one continuous visit. Extra visits at the request of the Client or caused by circumstances beyond our control may be subject to a surcharge and may affect completion date.
11. Ownership of any materials supplied, whether fixed or unfixed, shall not pass to the Client until payment in full has been received for said materials, unless the client has pre-purchased these materials. We reserve the right to take whatever legal action may be necessary to secure payment for the works carried out and materials supplied either fixed or unfixed.
12. No allowance has been made for out-of-hours working unless specified or to suit our own requirements.
13. All dates or times given for the start of or duration of the works are given in good faith based on the information gained during the survey and our current workload commitments. These times may be varied, however, due to unforeseen circumstances i.e. emergency call-outs, breakdowns, etc. or to circumstances beyond our control. No liability will be accepted if it is not possible to meet clients timescales.
14. The works described in the estimate will be guaranteed for a period of twelve months from date of completion against faulty design and workmanship. The materials supplied will be subject to the suppliers or manufacturers guarantees. The Client's Statutory Right in law are not affected by this guarantee. This guarantee does not extend to existing, installed equipment, pipe work or fittings.
15. Whilst certain items may be specified by name or model, we reserve the option to supply goods of a different manufacture providing they are suitable for the purpose intended.
16. Any items or materials supplied by the Client or others for our fixing may be unpacked and inspected in the presence of the Client. In this event, any faults found will be pointed out to the Client whose responsibility it will be to obtain replacement items. Any delays caused by faulty or damaged items may be chargeable, may result in us withdrawing from site and may affect the completion date of the works.
17. Any additional works that the Client requires to be carried out whilst the specified works are being executed may be charged at extra cost. An indication of such cost will be given and the Client's agreement to same will be obtained before the additional works proceed.
18. Any estimate is open for acceptance for a period of 30 days providing the works can be commenced within 90 days. Both periods from the date of estimate and thereafter may be subject to revision or withdrawal.
19. Terms of payment are given on the estimate for the works and it is a condition of acceptance that these be adhered to. We reserve the right to charge interest at the rate of 5% above Lloyds TSB Bank plc's current base rate per month on overdue accounts.
20. The price specified in this estimate does not include for the removal of any dangerous waste materials such as asbestos found when carrying out the works. This will be subject to an extra charge.
21. Acceptance of the Estimate confirms acceptance of these conditions.
22. Prior to commencement of work involving gas appliances, the existing gas supply may be subject to a test of soundness to check for compliance with Gas Safety Regulations. In this event, any faults found will be advised to the Client and any rectification works required may be subject to additional charges.
23. Should the works include a powerflush of the existing heating system, it must be pointed out that, whilst this treatment is generally harmless, depending on the condition of the existing components the process may uncover weaknesses in the system. Should any such problems be encountered then any rectification works required may be charged at extra cost. In this event, the customer may be asked to sign a waiver confirming this point.
24. Should the works include a new combination heating boiler unit connected to an existing heating system, the Client should be aware that the higher pressures used by this type of boiler may find weaknesses in the existing system. Any repairs required in this respect are not included in this estimate. The customer may be asked to sign a waiver confirming this point.
25. This estimate does not include for any parking fees levied in Controlled Parking Zones (CPZ's). Any such fees incurred will be passed onto the Client at cost.
26. It is the responsibility of the Client to ensure that all children and pets are kept away from the areas in which we are working for Health and Safety reasons.
27. If the proposed works are being carried out in a leasehold property it is the sole responsibility of the Client to ensure that all necessary permissions have been obtained in writing from the landlords/managing agents. We accept no responsibility whatever for any works carried out without the necessary permissions. We can furnish details of the proposed works if so required at possible additional cost.
28. Warrantee and Gas Safe registration will be completed upon receipt of final payment.
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CUSTOMER CARE

Complaints Policy

The business always endeavours to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied.

To ensure the business can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards the business aims to achieve.

Please contact the business straight away with any concerns either by phone, email or write to us.

If writing, get proof of posting.

Business Complaint Procedure

On receipt of your complaint the business aims to respond within 5 days.

The business will arrange a convenient date to come and view and/or remedy the situation within 28 days.

In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

The business has access to an Alternative Dispute Resolution (ADR) service for our customers with complaints. If you choose to, you can contact them on 01442209008 who can explain if you are eligible to use their Alternative Dispute Resolution.

The business Active Heating and Renewables has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to, you can refer your complaint to Which? Trusted

Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on [029 2267 0040](tel:02922670040) who can explain if you are eligible to use their Alternative Dispute Resolution.