



Headcorn Heating Ltd

Postal Address:

Mill Place

Ashford Road

High Halden

Kent, TN26 3LY

Office: 01622 891299

Email: mail@headcornheating.co.uk

BUSINESS TERMS & CONDITIONS

1. For the purpose of these terms and conditions the following words shall have the following meanings:
 - a) “Us/we” shall mean Headcorn Heating Ltd.
 - b) “You” shall mean you – the customer (the person or organisation for whom we agree to carry out work and/or supply materials).

Standard Terms and Conditions:

Please read this document carefully as it will tell you everything you need to know about the terms and conditions on which we deal with each other when you have accepted the estimate for Headcorn Heating Ltd to install heating or plumbing equipment in your home.

1. We agree to carry out the works specified on the written estimate that has been given to you. If no written estimate has been given then the works are specified in the verbal estimate.
2. INVOICES are payable immediately on completion of the works by cheque, cash or card. However, we will accept payment terms of 14 days if agreed previously. Failure to make payment within 14 days of the due date may result in the matter being referred to P&J CDS our debt collection agents whose charges will be added to and payable with the invoice debt.
3. If you instruct us to do works or buy materials and then cancel we reserve the right to charge you for the cost of any time and materials incurred by us.
4. In addition, we shall be entitled to seek interim payments for materials and work during the course of carrying out the works and prior to the purchase of any materials. The agreements for interim payments (also known as payments on account) shall be as follows:- If an interim payment is requested by us, but is not paid by you, then we shall be entitled to desist from further work being carried out until such payment has been made. All monies due and owing up to the time of cessation of work shall be

Director: Mr A S Grant Company Secretary: Mrs E L Grant-Ross
Registered Address: Unit 7b Ringles Business Park, Grigg Lane, Headcorn, KENT TN27 9LY
Company No: 4777005 VAT Reg No: 374 6679 04



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owed by you. It is a specific term of this contract that any interim payments where agreed and appropriate shall be made within 48 hours of request by us.

5. Estimates may need to be revised if you change the scope of the work. If you request additional work to be carried out by us which cannot be included in the estimate, the price stated in the original estimate shall not apply. On request, we will supply a free, new written estimate to the additional costs.
6. Where an indication has been given for the time to be taken for the completion of the works that has been agreed with both parties, this shall be an indication only and time shall not be the essence of the contract.
7. By signing the terms and conditions of this contract you hereby agree that you are the owner of the premises where the work is to be carried out and therefore grant access to us for the work to be carried out and to our employees and sub-contractors. You agree that you shall be personally liable to pay the contract price and interim payments due under this agreement without recourse to any further party.
8. Any materials supplied by us shall remain in our ownership until such time as they are paid in full and the title shall be retained by us until such payment is made.
9. Interest shall be chargeable at the discretion of us on an amount overdue by 28 days at 5% above the Bank of England lending rate.

Special and Additional Conditions

1. We are unable to guarantee our work, parts and equipment supplied to you: if they are misused, treated negligently or if our work is repaired, modified, or tampered with by anyone other than us. Where we carry out works for you using your materials, we can take no responsibility for the quality, fitness for purpose or otherwise of these materials, so we cannot accept responsibility for them.

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2. We reserve the right to refuse or decline to undertake any work at any stage of the installation. We reserve the right to cease work at any stage of the installation and recover any costs due.
3. We reserve the right, at our absolute discretion, to choose who will represent us.
4. The estimated price does not include the cost of removing any dangerous waste material such as asbestos, which could not have been reasonably foreseen when we made the original estimate and which we only became aware of when doing the work. Such work will be at an extra cost. When you have had any asbestos removed, a clean air certificate must be provided before we will do any further work at your property.
5. Estimates for power flushing are based on the assumption that the existing plumbing system is in a satisfactory condition. No responsibility is accepted for defects arising in the water tanks, pipes, etc., during or subsequent to installation work carried out by Headcorn Heating Limited.
6. We will carry out all the work during our normal business hours, which are 08.00am to 6.00pm, Monday to Friday. If you want us to work outside our normal working hours, it may be necessary for us to make an additional charge which we will agree with you in advance.
7. We may require you to take up all or some carpets and floor coverings, including tongue and grooved, parquet, hardwood, rubber or tiled floors, before we start the work and we will give you as much notice as possible if we need you to do so. You may decide to call a specialist contractor to do this work for you.
8. We will take reasonable care to carry out the work without causing unnecessary damage to your property. While we will make good unnecessary damage directly caused by our negligence, you accept that the installation and related work may cause damage to furnishings both internally and externally and that certain areas

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may need redecoration following completion of the installation. Redecoration will be your responsibility and is not included in the quoted price.

9. If you are a tenant, you may need your landlord's permission to carry out the work detailed in the estimate. In the absence of your advice to the contrary, we will assume that you have made enquiry and obtained permission where required. We shall not have any liability for unauthorised works and you indemnify us for any losses howsoever arising that we incur from your failure to obtain such permission.
10. If your property is a listed building, you may need planning permission to carry out the work detailed in the estimate. In the absence of your advice to the contrary, we will assume that you have made enquiry and obtained permission where required. We shall not have any liability for unauthorised works and you indemnify us for any losses howsoever arising that we incur from your failure to obtain such permission.
11. Where we have connected new equipment to your existing system, we will not accept responsibility for the cost of repairing or replacing parts of your existing system which subsequently develops faults in that system unless we have been negligent in not realising that such damage may occur or the way we carried out the work caused the fault. Nor will we accept responsibility where your central heating system does not function properly because your water supply becomes inadequate or the water pressure is variable.
12. We do not accept liability if we cannot fulfil our side of the agreement for reasons which are beyond our control, such as fire, accidents, war, adverse weather conditions, industrial disputes, strikes and lock outs which we are not directly involved in.

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Find us on 



Specialising in oil fired installation service and maintenance
Installation and maintenance of domestic solid fuel fired equipment



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You are entitled to cancel this agreement. If you are contemplating cancellation please call 01622 891299 or by e-mail to mail@headcornheating.co.uk at any time WITHIN 14 DAYS starting from the date the quotation is agreed or 14 days before work is due to commence (whichever is earlier). The quotation together with these terms and conditions set out the entire agreement between you and Headcorn Heating Ltd.

Third Party rights: nobody other than you will be able to benefit from this agreement.

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