



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 for Servicing and Breakdowns

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 for Headcorn Heating Ltd to carry out works in your home.

1. We agree to carry out the works specified to you when booked.
2. INVOICES are payable within 14 days of receiving by cheque, cash or card. 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. Prices 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 service, the price stated when originally booked shall not apply. On request, we will advise on the additional costs.

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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5. 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.
6. 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.
7. Interest shall be chargeable at the discretion of us on an amount overdue by 14 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.
2. We reserve the right to refuse or decline to undertake any work at any stage.
3. We reserve the right, at our absolute discretion, to choose who will represent us.
4. We will carry out all the work during our normal business hours, which are 08.00am to 5.00pm, Monday to Friday. If you want us to carry out emergency work outside our normal working hours, it will be necessary for us to make an additional charge which we will agree with you in advance.
5. If you are a tenant, you may need your landlord's permission to carry out any works. 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.

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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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6. 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.
7. 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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