



Terms & Conditions

1. For the purpose of these terms & conditions the following words shall have the following meanings:

- “The Company” shall mean Oxyplumb Ltd
- “The Customer” shall mean the person or organisation for whom the Company agrees to carry out works &/or supply materials.
- “The Operative” or “Engineer” shall mean the representative appointed by the Company.

2. The Company reserves the right to refuse or decline work at its own discretion. Where the Company agrees to carry out works for the Customer those works shall be undertaken by the designated operative of the Company at its absolute discretion.

3. HOURLY RATE WORK. The total charge to the Customer shall consist of the cost of materials supplied by the Company (trade purchase price of materials + 15%) & the amount of time spent by the operative based on our hourly rate £75+vat, the company charge a min of 1 hour then increments of 30mins at £35+vat rounded to the nearest 30mins. Any time of site to gather materials from the van and/or driving to a supplier is chargeable. Any work done outside of our standard hours detailed in section 8 will be charge at 1.5x the standard rates. All charges are subject to VAT at the prevailing rate except in cases where the work carried out is zero rated

4. FIXED PRICE WORK shall be given as a quotation/ multi choice proposal, including Labour & Materials. Any extras and/or variations to the contract will be agreed in writing in accordance with our hourly rate work section 3. All costs are plus VAT at the prevailing rate except in cases where the work carried out is zero rated.

5. The Company shall not be under any obligation to provide a quotation to the Customer & shall only be bound by quotes given in writing to the Customer via email or a contract variation completed on site via our operating system. The Company shall not be bound by any quotes given verbally or by text message.

6. Invoices are due for payment within 24hours of receipt, all payment terms and schedules will be agreed in writing before any fixed price work is commenced

7. Where the date &/or time for works to be carried out is agreed by the Company with the Customer, then the Company shall use its best endeavours to ensure that the operative shall attend on the date & at the time agreed. However, the Company accepts no liability in respect of the nonattendance or late attendance on site of the operative/engineer or for the late or non-delivery of materials. The company will give as much notice as possible with any delays in material or engineer arrive times.

8. The company's standard hours are 8am – 4pm Mon - Fri which is subject to our standard hourly rates detailed in section 3. Any work outside of these hours Mon – Fri and anytime on the weekends are subject to 1.5x the hourly rate.

9. If the Customer cancels their instructions prior to any work being carried out or materials supplied then the Customer shall be liable for any related expenditure the company has incurred and may lose some or all the deposit paid

10. If, after the Company have carried out the works, the Customer is not wholly satisfied with the works then the Customer shall give notice in writing within 12 months to the Company & shall afford the Company, and its insurers, the opportunity of both inspecting such works, & carrying out any necessary remedial works if appropriate. The Customer accepts that if he/she fails to notify the Company as aforesaid then the Company shall not be liable in respect of any defects in the works carried out.

11. The Guarantee shall be for labour only in respect of faulty workmanship for 12 months from the date of completion with the manufacturer's warranty in force. The Guarantee will become null & void if the work/appliance completed/supplied by the Company is:

- Subject to misuse or negligence.
- Repaired, modified, or tampered with by anyone other than a Company operative. The Company will accept no liability for, or guarantee suitability, materials supplied by the Customer & will accept no liability for any consequential damage or fault.

12. The company will not guarantee any work in respect of blockages in waste & drainage systems etc.

13. These terms and conditions apply both to the initial fixed price quotation, hourly rate works and to any variations subsequently agreed between the customer and the company.

14. Free access to the working area and material storage areas must be always given to the company without interruption. We take no responsibility for the welfare of any pets; all pets must be kept safe and secure by the customer.

15. The company will be given free use of electricity, water, gas, and drainage as appropriate.

16. No materials will be supplied or incorporated into the works until payment as stated in the payment terms of the quotation is received by the company.

17. Payment will be due for the amounts outlined in the payment terms and at the times agreed prior to starting the contract

18. If the customer engages others to carry out works that form part of this contract without prior agreement from the company, the company reserves the right to terminate the contract.

19. If a dispute arises between the company and the customer which cannot be resolved by negotiation or mediation. Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so, please contact Which? Trusted traders in the first instance on 0117 456 6031.

20. When the company agrees to install appliances, materials, fittings, and fixtures designed by others, no responsibility will be taken by the company for that design. Should any problems arise in the functioning, ability to install, appearance and the like, resulting from the design, it will be the responsibility of the customer, including any costs arising to affect a remedy or costs of delays caused to the company.