

Oxyplumb Ltd – Terms & Conditions

1. Definitions

- The Company: Oxyplumb Domestic and Commercial Ltd
- The Customer: The person or business requesting our services
- The Engineer/Operative: A representative of the Company who performs the work

2. Appointments and Arrival Times

- All bookings include a 2-hour arrival window (e.g. a 9am appointment means arrival between 8am–10am) to allow for traffic or job overrun.
- We will notify you of any significant delays.
- The Company reserves the right to decline work at its discretion.

3. Charges – Domestic Work

- Standard hours: Monday to Friday, 8:00am–4:00pm
- Standard rate: £82 + VAT per hour (minimum 1 hour)
- Additional time: Charged in 30-minute increments at £35 + VAT
- Out-of-hours (evenings/weekends): 1.5× rate
- Daily cap: Domestic hourly work is capped at £350 + VAT per day
- Materials: Charged at trade cost + 15%
- Time spent collecting materials is chargeable
- All charges are subject to 20% VAT unless zero-rated

4. Charges – Commercial Work

- Standard rate: £82 + VAT per hour (Mon–Fri, 8am–4pm)
- Out-of-hours: £123 + VAT per hour (1.5× rate)
- No daily cap – all hours worked are billable
- Same materials and VAT terms as domestic

5. Fixed-Price Work

- Only confirmed in writing (email or our system)
- Verbal/text message quotes are not valid
- Variations/extras must be agreed in writing and are billed at hourly rate
- Quotes include agreed labour and materials unless otherwise stated

6. Payments

- Invoices must be paid within 24 hours of receipt unless agreed otherwise
- No materials will be supplied or ordered until agreed payments or deposits are received
- Late payment may pause or delay the work

7. Cancellations

- Cancelling after materials have been ordered or work prepared may result in charges
- Deposits may be partially or fully retained depending on circumstances

8. Guarantee of Work

- We offer a 12-month labour guarantee on our workmanship from the date of completion
- Manufacturer warranties apply to all products we supply
- We only install new, genuine parts
- Guarantee is void if:
 - The work is misused, altered, or poorly maintained

- Another party modifies the work
- Customer-supplied parts are used — we accept no responsibility for their quality or performance and may refuse to install them if deemed unsafe or unsuitable

9. Blockages

- No guarantee is offered for work involving waste, drain, or sewer blockages

10. Access & Utilities

- You must provide:
 - Clear access to all working areas
 - Safe and secure material storage
 - Free use of electricity, gas, water, and drainage as needed
- You are responsible for the welfare and containment of pets during our visit

11. Parking & Access Charges

The Customer is responsible for covering any:

- Parking fees
- Local authority permits (if required to work legally at or near the property)
- These charges will be added to your invoice if applicable

12. Health & Safety

- We reserve the right to postpone or stop work if:
 - Conditions are unsafe
 - There are hazardous materials, aggressive behaviour, or insufficient access
 - Any delays or call-backs resulting from unsafe conditions may be chargeable

13. Waste Removal

- Removal of waste, old appliances, or packaging is not included in standard quotes unless clearly stated
- Disposal can be arranged at an additional cost

14. Photos and Documentation

We may take photos before, during, and after work for:

- Job records
- Quality control
- Insurance or dispute protection
- Images may be used anonymously for training or marketing unless you object in writing

15. Variations and Other Contractors

- These terms apply to all work (hourly, fixed-price, or variations)
- We reserve the right to use our own sub-contractors
- If you hire other contractors for overlapping work without our agreement, we may cancel our contract and withdraw from the job

16. Disputes

- All complaints must be made in writing within 12 months of completion
- If we cannot resolve your complaint directly, domestic customers can contact the Dispute Resolution Ombudsman via Which? Trusted Traders on 0117 456 6031

17. Third-Party Designs

- We do not accept liability for design flaws, faults, or complications when installing products designed or supplied by others
- You will be responsible for any additional labour or material costs caused by third-party product issues

18. Cancellations & Missed Appointments

- A minimum of 24 hours' notice via email is required to cancel or reschedule
- Late cancellations (under 24 hours) will be charged £45 + VAT
- If we arrive and no one is present within the agreed 2-hour window without notice, a £45 + VAT failed visit charge applies

19. Agreement to Terms

- By booking an appointment (by phone, email, or online), you agree to all the terms and conditions stated in this document
- It is your responsibility to read and understand these terms before work begins