

Terms & Conditions

Oxyplumb Ltd — Domestic & Commercial

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

| Description | Rate (+ VAT) |
|-------------------------------------|-----------------------------|
| Standard hours | Mon–Fri, 8:00am–4:00pm |
| Standard rate (minimum 1 hour) | £82.00 per hour |
| Additional time (30-min increments) | £35.00 per half hour |
| Out-of-hours (evenings/weekends) | 1.5× standard rate |
| Daily cap | £350.00 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

| Description | Rate (+ VAT) |
|-------------------------------------|-----------------------------|
| Standard hours | Mon–Fri, 8:00am–4:00pm |
| Standard rate (minimum 1 hour) | £95.00 per hour |
| Additional time (30-min increments) | £45.00 per half hour |
| Daily cap (up to 8 hours) | £545.00 per day |

- Same materials and VAT terms as domestic.

5. Fixed-Price Work

- Only confirmed in writing (email or our system).
- Verbal or text message quotes are not valid.
- Variations and 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.