Terms & Conditions

Oxyplumb Ltd - trading as Oxyplumb Domestic & Commercial

1. Definitions

- **The Company:**
  Oxyplumb Ltd, trading as Oxyplumb Domestic & Commercial
- **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)	**£85.00 first hour**
Additional time (30-min increments)	**£40.00 per half hour**
Out-of-hours (evenings/weekends)	**1.5x standard rate**
Daily cap (up to 8 hours; then 1.5x)	**£405.00; over 8 hrs £60/half hour**

- 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**
Day rate (up to 8 hours)	**£545.00 per day**
Out-of-hours / weekends	**1.5x standard rate**

- Materials and VAT terms are the same as domestic work.
- Out-of-hours and weekend work has no daily cap and continues to be billed in 30-minute increments after the first hour.

5. Fixed-Price Work

- Fixed-price work is only confirmed in writing by email or through our system.
- Verbal or text-message estimates or prices are not valid fixed-price quotations.
- Variations and extras must be agreed in writing and are billed at the applicable rate unless otherwise agreed.
- Quotes include agreed labour and materials unless otherwise stated.

6. Payments

- Invoices must be paid within 24 hours of receipt unless agreed otherwise in writing.
- Payment is accepted by **BACS bank transfer or cash only**.
- **We do not accept credit card payments.**
- Finance may be available on qualifying **Worcester Bosch appliance installations** where specifically offered in writing, subject to eligibility, status, lender approval and the finance provider's terms.
- Finance is not available for general plumbing, heating, servicing or repair work unless specifically stated in writing.
- No materials or appliances will be supplied or ordered until any required deposit, advance payment or approved finance arrangement is in place.
- Late or outstanding payments may result in work being postponed or suspended.

7. Cancellations & Missed Appointments

- A minimum of 24 hours' notice by email is required to cancel or reschedule an appointment.
- Late cancellations with less than 24 hours' notice will be charged £45 + VAT.
- If we arrive and no one is present within the agreed 2-hour arrival window without prior notice, a £45 + VAT failed-visit charge applies.
- Cancelling after materials have been ordered or work has been prepared may result in additional charges.
- Deposits may be partially or fully retained where costs have already been incurred, subject to the circumstances of the cancellation.

8. Guarantee of Work

- We offer a 12-month labour guarantee on our workmanship from the date of completion.
- Manufacturer guarantees or warranties apply to products we supply in accordance with the manufacturer's applicable terms.
- We only install new, genuine parts unless otherwise agreed in writing.
- Our workmanship guarantee does not apply where:
  - The work is misused, altered, damaged, or poorly maintained
  - Another party modifies or interferes with 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 required to work legally at or near the property
- Applicable access, congestion, or similar site-specific charges where incurred. These will be added to your invoice.

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, including hourly work, fixed-price work, and variations.
- We reserve the right to use suitably qualified sub-contractors where appropriate.
- If you appoint other contractors for overlapping work without our agreement and this affects our work, programme, access, or responsibility, we may suspend or withdraw from the affected work and any resulting additional costs may be chargeable.

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 & Customer-Supplied Products

- We do not accept liability for design flaws, faults, incompatibility, or complications arising from products, designs, specifications, or instructions supplied by others.
- You will be responsible for any additional labour or material costs caused by third-party or customer-supplied product issues.
- We may refuse to install any customer-supplied product that we reasonably consider unsafe, unsuitable, incompatible, damaged, or non-compliant for the intended installation.

18. Agreement to Terms

By booking an appointment (by phone, email, or online), instructing us to proceed, or accepting a quotation, you agree to these Terms & Conditions.

It is your responsibility to read and understand these terms before work begins.