

TERMS & CONDITIONS



1. General

- 1.1 Once you have paid any monies to Eco Group Hull you are agreeing to the commencement of works outlined in your quotation and order form along with Eco Group Hull's terms and conditions, regardless if you have or have not signed your order form.
- 1.2 Each customer will receive a quotation (if required), order form and a final invoice. Please ensure you have read your quotation carefully and if you have any specific requirements these are clearly highlighted on your quotation.
- 1.3 Price of materials may be subject to change but any price increase or decrease will be discussed prior to commencement of works.
- 1.4 Eco Group Hull do not and will not provide itemised quotations but all customers will receive a detailed quotation before confirmation of any works if required.
- 1.5 Eco Group Hull give estimated work commencement dates on the order form known as proposed start date, this date may be subject to change but Eco Group Hull will keep you as informed as possible about any changes and endeavor to start works on the date given.
- 1.6 Eco Group Hull reserve the right to update their terms & conditions at any time and these will be available on request at any time.

eco group Hull Ltd.

 **01482 668 214**

 **hello@ecogrouphull.co.uk**

2. Payment

- 2.1 A £250 non-refundable deposit is due to confirm your quoted works and estimated start date with Eco Group Hull (£500 for works totalling over £10,000).
- 2.2 Eco Group Hull can only hold your estimated start date from 48 hours from when your order form is sent without payment of your deposit. Following this 48 hour period the £250 (or £500) initial 'start date' deposit can still be paid but Eco Group Hull reserve the right to amend your estimated start date if workloads have changed during this period, amendments will be discussed.
- 2.3 21 days prior to the estimated start date stated on the order form, 50% of the full balance amount is due (in addition for balances over £10,000 20% of balance due on start date). If payment is not made on its due date Eco Group Hull reserve the right to move your estimated start date.
- 2.4 On the day of completion of works full and final payment is due. Payment methods are via cash or bank transfer only to the account details stated on the order form and invoice.
- 2.5 If a cheque payment is required this must be outlined and agreed with Eco Plumb Hull in advance in order to ensure all funds are cleared in accordance with 2.3 & 2.6, there will also be an additional 5% administration fee chargeable on the full balance for the usage of a cheque for any element of your balance.
- 2.6 If full and final balance is not paid on the date of completion then there will a 5% additional fee for every day the balance is overdue. Example: £1000 outstanding balance overdue by 2 days = £100 (£50 per day).
- 2.7 If a customer is to stop works for any reason a final invoice will be raised on the date works has stopped and Eco Plumb Hulls payment terms 2.3 & 2.4 will apply. The invoice will be raised removing the items that have not been completed in full.
- 2.8 All materials/ products are the property of Eco Group Hull until full and final payment is made.
- 2.9 Charges may be incurred if customer provides other trades to complete works and these are not completed in agreed timescale or to Eco Group Hulls standards, typically £250 per day for every

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lost day.

- 2.10 Charges may be incurred if customer provides products or tiles and these are incorrect, damaged, substandard quality and/or are not on site in agreed timescale, typically £250 per day for every additional day on site.

3. Warranty/ Guarantees

- 3.1 Upon completion of all works detailed photographs will be taken to be filed if required for future reference. Eco Group Hull offers a 1 year labour warranty on works completed.
- 3.2 Products and fittings provided by Eco Group Hull come with 1 year warranty unless otherwise stated.
- 3.3 If a fault is that of a product failure this will be chargeable but the product will be analysed and discussed with supplier(s) to help to resolve the issue. If the fault is deemed to be that of misuse or have not been cared for in line with manufactures instructions then this too is chargeable in its entirety (labour and replacement materials).
- 3.4 Eco Group Hull hold no responsibility or cannot offer any warranty/ guarantee what so ever on products that have not been supplied by them. If Eco Group Hull have any issues with products/materials supplied by a customer they can refuse the right to fit. See clause 2.10
- 3.5 Eco Group Hull hold no responsibility or offer any guarantee for any works and/or associated works with any other trades arranged by the customer.
- 3.6 If works are carried out on heating systems (examples: replacement or relocation of radiator(s)) Eco Group Hull are not liable for any faults that may subsequently occur on the boiler attached to this system.

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