

# Our promise to you

We will carry out the work you've asked us to do on the basis of what we say in this document.

Yes, here come the boring legal bits, but we need to do it for both our sakes. Please try to stay awake – our lawyers find this stuff interesting but we know most people don't so we've highlighted in bold those things we think you should take particular note of.

## Information is key!

You need to tell us as much as you can about the job. We can't price it properly otherwise. Neither of us wants that, so if in doubt, tell us.

## What we're going to charge you

We'll agree a price with you over the phone and take your credit or debit card details then. Please rest assured we'll keep those details safe and secure. Once we've completed your job, we'll take payment from your card.

## Is the price we give you over the phone really the price you pay?

When we agree the price with you over the phone, we want that to be the price you pay otherwise you won't be happy and we'll lose a valued customer. So we'll try as hard as we can to make sure the price we give you over the phone is the price you pay.

But as we've said we rely on you to tell us everything you can about the job.

**If we arrive and there's more work than was apparent from what you told us, then we may have to charge you a bit more for the work.** But we'll tell you before we start any work.

We know this is not ideal, so if we turn up and want to charge you more for the job you can cancel the job and tell us to go away again. We won't charge you anything at all.

If we don't say anything about the price before we start work, then we promise that the price we gave you over the phone is the price you pay. We're not going to do the work and then suddenly ask you for more.

## What if you want to cancel or rearrange?

**You can cancel or rearrange the appointment by telephoning us on 0800 29 30 31. Please give us at least 24 hours' notice or we will incur costs and charge you £20 towards this.** We'll take that payment from your credit or debit card. We'll do that if you give us less than 24 hours notice. Otherwise we won't charge you at all.

## What do you need to do in preparation of our arrival?

Please make sure that the area that needs attending to is accessible and safe i.e. clear of all household items.

## Who does the work?

We use our own employees and approved tradespeople to carry out the work. These are carefully selected to make sure they provide a great level of service.

## What might stop us from doing the work?

**We may have problems getting to you because of things outside our control such as sickness, dreadful traffic or weather conditions or something similar. We may therefore need to reschedule the appointment with you.** We'll try to give you as much notice as possible, but it may be on the day of the appointment.

**If we arrive to do the job and there's something you haven't told us that means extra work for us, or the job is going to take longer, we may have to reschedule for another time.**

**Once we arrive, we might also find things that stop us doing the work. For example, if there is asbestos in your house we can't disturb that because it's so dangerous. Also, if we're using materials you have provided, they need to be suitable for what you want us to do with them. We might realise that they are not and that we cannot therefore do the work for you.**

## When will we arrive?

We'll give you an appointment slot, which will be two times between which we'll arrive to begin carrying out the work. Just remember that's when we'll arrive but we won't necessarily complete the work between those times. It may take us longer.

## Emergency Jobs

If we're helping you with an emergency, then we will try and do better than our appointment slot – **if you call us with an emergency we'll aim to be there within 2 hours of you calling.** But sometimes we won't be able to do that. For example if the emergency relates to your central heating, we'll be there the next working day. We may also have problems getting to you because of things outside our control as we've already mentioned, such as sickness, dreadful traffic or weather conditions.

## SERVICE PROMISE

We guarantee any work done and any materials which we provide for a period of 12 months from the appointment. This means that if any problems occur after the completion of the work and they are the result of any faulty workmanship, we will remedy those problems at no further cost to you. Likewise, if any materials we supply are faulty, we will replace them free of charge. We then guarantee any additional work carried out, or additional materials provided, but only until the date that is 12 months from the original appointment.

Please note however that our guarantee is subject to the following:

- i) Where the work involves a blocked drain or relates to pest control e.g. vermin, wasps or ants, the 12 month labour and parts guarantee is not applicable. So if any further blockages or pest infestation problems arise you'll need to pay for us to come and sort it out again.
- ii) We will not remedy any problems with materials or parts where they have been purposely or accidentally damaged. Nor will we remedy any problems where it relates to materials or parts you have provided.

This information can be supplied in large print, braille or audio upon request.

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