Feel free to contact us if you have any questions.

We look forward to working with you.

1. Final payment will be due on day of completion of satisfactory work carried out.

2. Any additional work added at a later date must be in writing and will be invoiced separately

3. Unless stated above waste removal is not included

4. All quotes are Valid for 30 days from Date above

5. No painting and decorating will be done unless specified by customer at quote stage.

6. Any tiled bath panels and niches will be extra.

7. We advise all customers not to buy off the internet as you don’t know what quality of materials your getting and there is normally something missing.

8. Start date will be booked when we receive a signed copy of this quote and deposit paid by bank transfer, credit or debit card.

9. Prices subject to manufactures and suppliers price increase you will be notified first before work commences with extra charges.

10. If customer is buying their own fittings these must be delivered by our start date to stop any delays otherwise this can be charged as we will have to reorganise our schedule.

11. ‘We accept cash/credit card/debit card and BACS. Payment terms final payment is due on satisfactory completion of the job and/or within 14 days from the date of our invoice.

1. Complaints Policy  
     
   The business always endeavours to provide the best service. However, on rare occasions there may be  
   times where a customer may not be completely satisfied.  
   To ensure the business can put things right for you, as soon as possible after the completion of the works,  
   please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards the business aims to achieve.  
     
   Please contact the business straight away with any concerns either by phone, email or write to us.  
   If writing, get proof of posting.  
     
   Business Complaint Procedure  
     
   On receipt of your complaint the business aims to respond within 5 days.  
   The business will arrange a convenient date to come and view and/or remedy the situation within 28 days.  
     
   In the unlikely event the business is unable to resolve your complaint having exhausted the business  
   complaints procedure, it may be necessary to use another complaint service. Where the business cannot  
   resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us;  
   and both parties agree a ‘deadlock’ has been reached, you can then escalate your complaint.  
     
   The business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation   
   service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement.  
     
   If you choose to you can refer your complaint to Which? Trusted Traders’ Alternative Dispute Resolution.  
   You will need to contact Which? Trusted Traders on 029 2267 0040 who can explain if you are eligible to  
   use their Alternative Dispute Resolution.