

## Terms & Conditions of Sale & Services – Privacy Policy (In addition to the sales of good act 1979)

**The Company: Trading as - Loft Boarding NW Ltd**  
**Head Office: Unit 14 Junction 7 Business Park Blackburn Rd Accrington Lancs BB5 5JW**  
**Telephone: 01254 370073**  
**The Customer: "Yourself"**

**Amendment Dated: 29/09/2016**

### Goods / Services:

- All goods, materials, products purchased and supplied by the company will remain the property of the company until payment has been received and cleared in full.
- Payment must be made on completion of the work.  
Cheques are not accepted unless prior arrangement has been made in writing.
- All goods that are deemed energy efficient or are ancillary to preserving the energy efficiency of a property are subject to VAT at a rate of 5% any goods not related to the above are subject to 20% VAT

### Quotes / Estimates:

- A quote is a fixed price for the work required unless additional work is required or added to as the work commences or unforeseen problems occurred that could not possibly have been seen or predicted before work commenced.
- An estimate is a guide to the price of the work required; it may not be identical to the final invoice due to more materials required or unforeseen labour charges.
- Where we can we will inform you of any extra labour and materials as the work commences so you will be aware of this prior to the final invoice being made.

### Guarantees:

- A guarantee (By receipt) will be issued when payment has been received in full.
- Goods are covered under their original manufacturers guarantee unless otherwise stated on the invoice / receipt.  
Loft boarding services has a 5-year guarantee on parts and labour but does not include lighting bulbs / tubes or accidental or deliberate damage. This will be an extension to the original manufacturers parts guarantee and does not cover any callout charges if applicable.
- Goods that the company have not purchased will not be covered by the company guarantee for parts or labour. Faulty or replacements items of this kind must be made directly with the company you purchased them from and any labour involved in replacing these items will be subject to labour charges at our normal hourly rates of £35 per hour part or full.

### Completion:

- The definition of completion mean all the work listed in the original estimate / quote has been completed.
- This does not include snagging lists or time to collate a snagging list, this is covered under the guarantee.
- Monies cannot be held back pending a snagging list, payment must still be made in full.
- Delays caused by issues out of the company's control, for example (Goods NOT purchased by the company that arrive faulty or damaged) the company cannot be held responsible for these issues and any further labour charges will apply as a result of downtime or not being able to complete the work on time or any overtime that maybe required to complete this work will also apply.

### Snagging Lists:

- Snagging lists are an everyday occurrence with building work, most larger jobs will have a snagging list and this must be given to the builders / fitter before the end of the completion day, you will be required to inspect the work personally, so you must be present.
- Secondary or future snagging lists will be covered under the company guarantee.

### Deposits and Advanced Payments:

- If goods are to be made bespoke and special order in advance which cannot be returned without expense or not returned at all, a deposit may be required before work commences, this will be for initial purchase of goods / services required.
- A deposit is nonrefundable and the balance will be required on completion (See completion terms above).
- Special order good or bespoke made cannot be refunded after deposit has been paid.
- No deposit is required for standard loft storage work.

### Payment terms:

- Payment for goods and services provided must be on the completion day.
- Payment can be made by cash or credit / debit card, bank transfer, online banking.
- Cheques are not accepted unless cleared by the company prior to the installation being completed.

### Damages / Disputes:

- If an item is damaged in your home by our workman we do have PLI for such events. We may offer to rectify the damage ourselves which we should be given the chance to do so initially.
- If liability is not accepted or admitted then our insurance company will be able to mediate.
- In any case the company must be given written notification and allowed time to communicate with relevant parties involved to help rectify or provide a solution to the issue raised, this may take some time to gather all information required and must be allowed.
- If we feel that we can rectify the issues raised you should allow the company to attend within a reasonable time scale and to do a report or evaluation of said issues.
- If we cannot rectify the issues ourselves we will raise the issue with our insurance company so we can conclude matters.
- Whilst any disputes regarding damage are in place outstanding money must be paid in full (Not held back) If this has nothing to do with the work to be paid for. Holding payments back for other reasons when the job has been completed will only delay matters further.

### Protective coverings, ornaments and furnishings:

- We will provide protective coverings for the areas we are working in to help protect the carpets, flooring and furnishings from dust and dirt.
- We cannot guarantee that some dust or dirt will not get in to areas we couldn't protect or areas that we were unaware of that it would affect.
- It is the customer's responsibility to make sure any other areas are covered and protected with dust sheets so that carpets, ornaments and anything that could be damaged is removed and cleared from the room or working areas.
- It is not the company's responsibility to move these items to start work, this includes contents of lofts.
- **Safety:** The working area must be clear and no members of the household to hinder or obstruct the progress of the work. We ask that until the work is complete all children family members etc. to keep clear of the working area for safety reasons.

### Privacy Policy:

- We do not store credit card details, personal information, nor do we share or sell customer information with any 3rd parties.
- Information we take via our enquiry forms on our website or direct telephone enquiries are strictly for the purpose of establishing the customer's requirement and to help with the customers enquiry. Information will remain on our customer database for future communication to assist with guarantees or other requirements.

### Payment flow and delivery policy:

- No delivery of goods is required directly to the customer's home. Normally goods will be supplied by the company and brought to site on the installation date booked.
- No deposit is taken.

### Refund or Cancellation Policy:

- To cancel an installation/order please contact our office on 01254 370073 or write to us using the address on top of this document.
- Any deposits received where goods have already been ordered/purchased/delivered to the company prior to work commencing cannot be refunded.
- Any deposits received where goods have not been ordered/purchased/delivered will be refunded in full.
- Refunds are within 7 working days of cancellation notice.