

The Company: Loft Boarding NW
Correspondence Only Address: Unit 9 (StoreFirst) Centurion Business Park Davyfield Road Lancs BB1 2QY
Contact Numbers: 01254 370073
The Customer: "Yourself"

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

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.
- See payment terms below.

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.
- All prices include VAT @ 20% unless otherwise stated - VAT Reg No. 202 3525 60
- Quotes are fixed price and assume that the loft working area will be clear of any items that could hinder our installers. If there are items to move we can refuse to do the work or offer to remove them for you at a labour charge of £100 per hour to remove any items before starting work.

Guarantees:

- A guarantee will be issued when payment has been received in full.
- Other work not connected to loft storage floors lighting or ladders or hatches is covered by a 12 months guarantee, unless otherwise stated on invoice or receipt. (this includes plaster boarded walls or roof which carries a twelve months guarantee)
- Goods are covered under their original manufacturers guarantee unless otherwise stated on the invoice / receipt'
- Loft boarding (Excludes mini loft conversion or luxury loft storage room which has a standard 12 months guarantee) 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.
- Goods that the company have not purchased will not be covered by any 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 involve 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 means all the work listed in the original estimate / quote has been completed.
- Once you have inspected the work and you are satisfied then the job is complete and payment can be made.
- 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.

Deposits and Advanced Payments:

- A deposit may be required before work commences if the products are special order (ie. Ordered specifically for the customer's requirements), this will be at least 25% of the total of the good and services quoted for.
- A deposit on a special order is nonrefundable. The full balance will be required on completion (See completion terms above).

Payment terms:

- Payment for goods and services provided will be on completion and when the customer is satisfied with the work carried out as per the survey form.
- Payment can be made by cash or credit / debit card (Credit and debit card have a small surcharge of 1%) We accept Visa & Mastercard.
- Online banking or bank transfer is accepted.
- Cheques are not accepted in any circumstances
- We do accept payment by Paypal (there is a surcharge of 3.5%).
- The goods remain the property of Loft Boarding NW until payment has been received in full.

Damages / Disputes:

- If an item is damaged in your home by our installers / 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 are in place regardless as to what they are a reasonable amount can be held back to cover this work all other monies still outstanding must be paid but must not be the whole amount an estimated proportion is acceptable.

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.

Privacy Policy:

- We do not store credit card details nor do we share customer details with any 3rd parties.

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 unless the goods are a special order and not returnable then there is a 25% deposit on the total amount of the quote.

Refund or Cancellation Policy:

- To cancel an installation/order please contact our office on 01254 370073 or write to us using the address (Loft Boarding NW Cancellations Unit 9 (StoreFirst) Centurion Business Park Davyfield Road Lancs BB1 2QY)
- 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.
- If refunds are to be given they are within 7 working days of cancellation notice.