

ARAN SERVICES LTD
TERMS & CONDITIONS FOR INTERNAL WALL INSTALLATION WORKS

Installation Works

- 1) Access will be given to Aran Services Ltd at all reasonable times so that the company may complete all necessary work. 8am – 5pm daily, works may not be in one continuous site visit.
- 2) If an appointment is cancelled within 5 working days of the proposed installation we may charge a cancellation fee of £150 including VAT if we are unable to replace the job at short notice.
- 3) Where the existing soil vent pipe is made from cast iron, this will be replaced by a plastic soil vent pipe.
- 4) Any areas of damage that exist prior to work commencing will be photographed and detailed to ensure the company's exemption from liability for such damage.
- 5) Please note that under no circumstances will the Company start work on the installation until the cooling off period has lapsed.

Quotation

- 1) This initial quotation is subject to a full technical survey which may indicate further cost implications not noted at the initial survey, (unless otherwise stated) should this be the case Aran Services Ltd reserve the right to amend the quotation accordingly, if a deposit has been paid then this will be fully refundable provided materials have not been ordered.
- 2) This quotation remains open for acceptance for a period of 30 days following the installation survey unless otherwise dictated by the scheme manager, utility company or due to unforeseen market conditions.
- 3) Our quotation includes the cost of Building Control regularisation for which we will apply on your behalf. (If required)
- 4) The quotations are relevant to the property at the time of survey, should any changes affecting the works be made then Aran Services must be informed of the alterations prior to install, we reserve the right to amend the quotation at any stage should this occur.

Payment

- 1) A 25% deposit is required upon acceptance of order, and a further 25% upon commencement of works. The final payment is due immediately upon completion and final inspection of the works unless otherwise agreed / specified. All payments are to be made to Aran Services Ltd, and can be given to the installer who will issue a receipt.
- 2) VAT will be charged at the applicable rate in line with current government legislation.

Unforeseen Additional Costs / Permissions

- 1) Should asbestos be present at the property then a registered asbestos removal contractor will be required to attend site to remove the asbestos in a safe and controlled manner. Due to the difficulty in ascertaining whether asbestos is present in fixtures and fittings it may not be apparent at initial survey stage, we will do our best to ascertain this and inform the customer prior to works commencing but should there be asbestos present at installation stage there will be a requirement to halt works and remove asbestos which will be at an additional cost to the customer. We accept no responsibility for any cost associated with these works.
- 2) We require a constant supply of water and power throughout the duration of the installation. If this cannot be provided we must be informed prior to commencement to ensure other arrangements can be made. This may result in additional cost.
- 3) It is assumed that you have investigated the need or otherwise for planning permission and are fully satisfied that we can legally commence these works. No liability or responsibility will be accepted by Aran Services Ltd should any required planning permission not be granted.
- 4) Vehicle access is required; we assume that parking will be organised by the purchaser if on a public highway and that any required permits are given to the installation teams on arrival. Should there be additional charges for parking or vehicular access not previously highlighted then any additional cost will be payable by the customer.
- 5) Any unforeseen works not indicated at survey stage are to be chargeable to the client at an agreed rate deemed to be fair and reasonable.
- 6) We are unable to take responsibility for fixtures and fittings that due to their poor condition are rendered unusable once removed to facilitate the installation, should this be the case there may be the requirement to install new materials at a charge to the customer.

Miscellaneous

- 1) The purchaser warrants that he/she has the authority to enter into this contract.
- 2) The Company reserve the right to withdraw from the contract in whole or in part if close examination of the structure reveals its unsuitability for insulation / render, or that safe access to any part of the property is not possible using the standard equipment provided to undertake such works in line with Health & Safety regulations. Where only part of the contract is undertaken the Companies pro-rata or standard charges for work actually completed will apply, No claims for compensation will be accepted.
- 3) You have the right to cancel this agreement within 7 days of the date of quotation acceptance.
- 4) If you cancel this agreement within this 7 day cooling off period, any deposit paid will be returned to you in full.
- 5) Should the agreement be cancelled after the 7 day cooling off period stated above, deposits paid are non-refundable. (Unless otherwise stated.)
- 6) We provide a 12 month installation and workmanship warranty for any works we are contracted to undertake with you.
- 7) Landords permission **must** be gained prior to any works commencing, should this not be gained then works will halt until such a date that this is gained Aran Services will seek to recover the costs of outlay on materials, labour etc. this will be charged to the customer should the landlords permission not be gained.
- 8) Permission must be gained prior to installation date should the boundary of the property be breached. (Please note this is for scaffolding bridging into another property line or for example; if the wall line and fence line are over lapping on the neighbouring properties or where the insulation will breach the property line.)