

Select Heating & Stoves – TERMS & CONDITIONS

1. GENERAL

- (a) In these conditions Select Heating & Stoves is referred to as the 'company' any agreement for the supply of goods or services is referred to as the 'contract' and the person agreeing to the contract is referred to as the 'customer'.
- (b) When you place an order for goods and or services from the company you are agreeing to our terms and conditions.
- (c) Any refund to the customer for a cancelled order, goods and materials will be subject to a 25% handling charge, plus any carriage charge to return boilers, stoves, fireplaces and hearths.
- (d) No refund will be issued for any used or unpackaged goods or materials.
- (e) No refund will be issued for any 'special order' items.
- (f) Any clerical error or misprint regarding description or price is subject to correction without liability to the company.

2. Survey and Estimates

- (a) A site survey would be required to ensure correct appliance and location of appliance is suitable. Based on this, an estimate for the supply and installation of goods and materials will be issued and will be valid for 28 days from the date of issue.
- (b) The company will carry out an accurate as possible estimate, however an estimate is based on a visual inspection and any **unforeseen** problems that may occur once installation has started, such as a chimney defect, will be quoted for separately.
- (c) The customer is responsible for ensuring that installations comply with planning consent and/or listed building regulations, and must confirm this in writing to the company.
- (d) The customer on receiving these terms and conditions accepts any legal and financial ramifications resultant from customer's failure to comply with any and all applicable local authority regulations.

3. Installations

- (a) The company prides itself on reliability and time keeping and endeavour to deliver goods and carry out installations on an agreed date but should a delay in supply or installation occur caused by reasons beyond the company's control, the company shall not be held liable.
- (b) The customer agrees to provide the access and information necessary to carry out work relating to the installation and provide, free of charge any electricity, water or gas required for the installation.
- (c) All materials and installations supplied by the company shall comply with HETAS and/or GAS SAFE and building regulations. Certificates of compliance will be issued after FULL PAYMENT is received for agreed contact.
- (d) Whilst every care is taken, the company accepts no liability for any damage to decoration, flooring, plasterwork etc whilst carrying out work necessary to the installation. Where necessary, floorboards will be re instated, and carpets re laid to the best of our ability however the company cannot be responsible for any carpets that have been nailed or glued down. Laminate or other specialist flooring cannot be permanently be re laid by the company.
- (e) Where building and/or chimney work is required dust, soot and debris is inevitable. Whilst we take steps to protect flooring and furniture with dust sheets, we cannot guarantee to contain all dust soot and debris, and it is therefore recommended to remove any valuable or easily damaged items from the room before installation.
- (f) When upgrading to a pressurised central heating and/or hot water system from a gravity fed heating and/or hot water system, existing pipes, fittings or radiators can on occasion fail causing leaks. The company cannot accept responsibility for any damage caused by a leak in these circumstances. Replacement of failed items will be quoted for separately.
- (g) Products such as slate, marble and stone have their own unique characteristics and can vary slightly in appearance from brochure photographs or display models. They can also contain natural flaws and imperfections which will not impede their performance. The customer must accept this when placing an order.

4. Payment

- (a) When the company is supplying a stove, full payment for the stove is required before installation takes place, any balance is due on day of completion.
- (b) Full payment for any special order is required before installation.
- (c) All other works to be paid in full on day of completion.
- (d) When work is carried out in stages, full payment is required at the completion of each stage, as defined by estimate.

5. Warranty

- (a) All new installations carry a 12 month workmanship guarantee from the date of installation.
- (b) Appliance manufacturers guarantee will vary according to brand.
- (c) All other items supplied by the company will carry the relevant manufacturers guarantee.
- (d) Customer must register manufacturers guarantee card.
- (e) Service and maintenance as per manufacturers instructions must be adhered to.
- (f) Interference with or modification to the installation if undertaken by other persons including damage due to accident or misuse or use of inappropriate or damp fuels will invalidate any warranty on appliance and chimneys/flues.
- (g) Customers failure to use and maintain stoves correctly will be excluded from warranty.
- (h) Customers must read the instruction manual and adhere to the manufacturer's recommendations on use of air controls, lighting methods and fuels. We will not be liable for any damage caused by not following these instructions

6. Cancellation

- (a) The customer has the right to cancel this contract should they wish, by sending written notice to the company's registered address – 6 Moriah Place, Kenfig Hill CF33 6DW.
- (b) If any work has begun on the agreed contract before the date of cancellation, the customer will be required to pay for any goods or services provided.
- (c) Any refund due to the customer after cancellation, goods and materials if delivered will be subject to a 25% handling charge plus any carriage charges for return of stoves, flues and fireplaces.
- (d) Any special order item may not be refundable if the manufacturer will not accept a return.