

Terms & Conditions

By engaging our services, you acknowledge and agree to these terms and conditions.

1. Payment Terms

- Payment is due within **14 days** from the invoice date*
- The responsibility for payment lies with the individual or entity that booked the job. If the costs are to be passed on to a third party, it is the booking party's responsibility to arrange this directly, as we will seek payment from the original booking party.

*Out of hours bookings are payable directly to the engineer on site

2. Cancellation Policy

Small Jobs (Repairs, Maintenance, Minor Installations)

2.1 Cancellation by the Customer

- **More than 48 hours' notice:** Full refund or rescheduling at no additional cost.
- **24-48 hours' notice:** A cancellation fee of **50%** of the booking cost may apply.
- **Less than 24 hours' notice:** The full booking fee will be charged, and no refund will be issued.

2.2 Rescheduling

- **More than 48 hours' notice:** No charge for rescheduling.
- **24-48 hours' notice:** A **25% rescheduling fee** may apply.
- **Less than 24 hours' notice:** Rescheduling is not available, and the full booking fee will be charged.

2.3 No-Show Policy

If the customer is not present at the scheduled appointment time and has not provided notice, the booking will be considered a **no-show**, and the full fee will be charged.

2.4 How to Cancel or Reschedule

- Cancellations and rescheduling requests must be made in writing via the email above.

Larger Jobs (Bathroom Installations, Extensive Plumbing Work, Full System Installations)

2.5 Cancellation by the Customer

- **More than 14 days' notice:** Full refund of any deposit paid.
- **7-14 days' notice:** A cancellation fee of **25% of the total job cost** will be deducted from the deposit.
- **Less than 7 days' notice:** A cancellation fee of **50% of the total job cost** will be charged.
- **Less than 48 hours' notice:** The full job cost will be charged, and no refund will be issued.

2.6 Rescheduling

- **More than 14 days' notice:** Free rescheduling with no penalties.
- **7-14 days' notice:** Rescheduling may be subject to an additional charge based on supplier and scheduling costs.
- **Less than 7 days' notice:** Rescheduling is at the discretion of Grand Union and may incur additional costs.

2.7 Project Delays & Customer Responsibilities

- If the customer delays the project beyond the scheduled start date (e.g., site not ready, access issues), additional charges may apply for rescheduling and storage of materials.

2.8 How to Cancel or Reschedule

- Cancellations and rescheduling requests must be made in writing via the email above.

3. Liability for Valves, Stopcocks & Pipework

- We are not responsible for any existing pipework within the property that has not been installed by Grand Union. Any issues, faults, or damages arising from pre-existing pipework are the sole responsibility of the property owner. Our services do not cover repairs, maintenance, or liability for such pipework unless explicitly agreed in writing.
- We are not responsible for any leaks that may arise from operating valves or stopcocks to isolate water.
- It is the customer's responsibility to ensure all isolation valves are in a serviceable condition before work commences.

4. Valves & Fittings Compliance

- Some new valves and fittings include flow regulators to comply with current water regulations.
- These regulations may change over time, potentially resulting in **reduced water pressure or flow** when replacement valves and fittings are installed.

5. Quotations & Pricing

- If a quote covers multiple tasks, the price applies **only to completing all quoted work**.
- If the work is divided into separate stages, the cost **may be subject to change**.

6. Payment Processing Fees

- **Card payments over £500** are subject to a **1.7% processing fee**.
- Payments made via **bank transfer** incur **no additional charges**.

7. Work Guarantees

- We provide a **12-month guarantee** on all completed work (unless stated otherwise).
- If any issues arise within this period, we will return and rectify them **at no additional cost**.
- However, if the recall is due to an **issue unrelated to our previous work**, a call-out fee will be charged at our **standard hourly rate of £75 + VAT**.

8. Customer-Supplied Materials

- Customer-supplied materials must be **available on-site** on the scheduled work date.
- If **incorrect or damaged materials** are supplied, a fee may be charged for delays or lost time.
- **No guarantee or warranty** is offered when the customer supplies their own materials.
- Use of customer-supplied materials forfeits **any warranty** mentioned in this document.

9. Amendments & Alterations

- Any **requested amendments** are quoted separately, with payment due **within 7 days of completion**.
- This does not affect staged payment requirements.
- Any **alterations requested after the job has commenced** will be charged at our standard hourly rate of **£75 + VAT per hour**.

10. Power Flushing Terms & Conditions

These terms apply **in addition** to our standard terms and conditions.

By requesting or confirming a power flushing service, you acknowledge that you have read, understood, and agreed to these terms.

Power Flushing Process

- Power flushing restores heating performance by circulating **high-velocity chemicals** to remove sludge (magnetite) and limescale deposits.
- A **chemical inhibitor** is added to help prevent future buildup.
- While power flushing is effective, **complete removal of all deposits is not guaranteed**.
- In some cases, a second flush may be required **at a discounted rate**.
- Severe blockages may necessitate **pipework replacement at an additional charge**.

Liability & Potential Risks

- Power flushing **does not cause leaks** but may reveal pre-existing weaknesses **previously sealed by sludge or limescale**.
- We cannot be held responsible for **any leaks** or damage to **decorations, furnishings (including carpets), fittings, existing pipework, cylinders, or tanks** during the process.
- Any damage caused by leaks may be **covered by your home insurance policy**.

Repairs & Additional Costs

- If a leak occurs during power flushing, we will attempt to address it **on-site**.
- Any necessary repairs will be carried out at our **standard labour rate of £75 + VAT per hour**.

By proceeding with our services, you confirm that you have read and agree to these terms and conditions.