

Important Conditions

and information for your appointment



Access

- Every effort will be made to accommodate your appointment, but in the extremely unlikely event that this is no longer possible due to circumstances beyond our control, i.e. staff illness we may have to reschedule.
- Please note that if we cannot access your property at the agreed date and time, and you have not cancelled the appointment, there will be a minimum fee of £26.00 plus VAT charged for a missed visit.



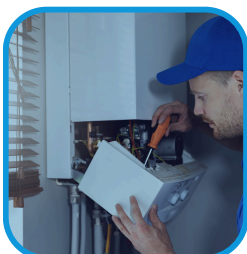
Payment

- When you receive your invoice, please ensure prompt payment before the scheduled work begins. Regrettably, failure to make timely payment will result in the cancellation of your appointment.
- In cases where a deposit payment is necessary, we will propose a provisional date, subject to receipt of the deposit. Failure to submit the deposit will affect our capacity to order materials, potentially resulting in delays to the work on the agreed-upon provisional date. Furthermore, any potential price increases by manufacturers could affect material costs beyond the validity period of our quotation.



Warranty

- Smartheat warrants all goods and materials supplied by them, from date of purchase, and will repair or replace, products or parts of a product that proves defective, under normal use and maintenance, for a 12 month period within normal working hours only. Labour for replacing defective parts will be chargeable to the Customer at the current hourly rate.



Servicing

- The standard service charge does not include the cost of any materials provided by us. In the event that materials are required for the job, their cost will be added separately. Furthermore, any additional work conducted on-site, beyond our standard service, will be subject to a reduced hourly rate along with the cost of any materials supplied. Payment for these additional services will be due upon practical completion and can be made directly to the engineer using cash, cheque, or debit/credit card.



Power Flush

- In most circumstances, a Power Flush should help improve poor circulation issues. However, this is never guaranteed, and occasionally, a further physical investigation of the pipework may be required, which would incur additional time and materials costs.

Should you have any enquiries, please feel free to reach out to us at 01733 574998 or via email at info@smartheat.co.uk. We're here to assist you.

www.smartheat.co.uk