

Terms of Service

Definitions

The Company: References to 'The Company' in all dealings shall include The Company (Gas World Ltd), its representatives and employees.

Variations: Variations shall include additions, omissions or substitutions to the originally agreed work, parts, fittings and fixings, etc.

Labour: This relates to any time an engineer is occupied by, or bound to a job.

Office Hours: Monday – Friday, 8.30am – 4.30pm excluding Bank Holidays. N.B. Christmas Period working hours may vary.

Appointments

All appointment times provided are purely estimated times of arrival only. The Company will endeavour to accommodate specific appointment requests but cannot guarantee times of arrival in any case.

Appliance Servicing

The Company will provide a quote for appliance servicing, either verbally or via email when a booking is made. An appliance service price does not include the cost of any additional works required, parts needed/ associated labour. Should an engineer attend to service an appliance and find that further works are necessary, he will advise the representative present of this. All additional parts will be chargeable and subject to a competitive mark up. Labour will be charged at a set rate- please see the 'Standard Charges' section below.

The Company does not offer any guarantee/warranty for an appliance regardless of whether they've serviced it within the last 12 months or not*.

Breakdowns, Faults & Additional Works

In cases where a quote for works has been requested without one of The Company's engineers diagnosing the fault or surveying the job first, all prices given will be an 'estimate' rather than a 'fixed-price' quotation; This is because all prices quoted in such circumstances are provided in good faith and based on the information given to The Company by the customer. In these cases, it may be necessary to alter the price quoted once an engineer is in attendance if they deem there to have been any inaccuracy in the information originally provided. For variations after work has commenced, a fixed price to cover the variation will be added to the final invoice. In the event that requirements change due to insufficient information having been provided, defects found in existing installations, product failure etc. the customer will be liable for any additional expense incurred.

If The Company has surveyed a job/diagnosed an issue, a fixed-price quotation for recommended works can be provided. This price will remain valid for acceptance by the customer for a period of one

week following the issue of the quotation and work is to commence within one calendar month from the date of the quotation else a new quotation may be required.

Unforeseen Costs

Even where a quotation has been provided by The Company, the customer shall be liable to meet the cost of any additional work, services, materials or parts that need to be provided to rectify any event or situation which arises during the course of the works that are unexpected or are beyond The Company's control. The Company cannot be held responsible for such events or situations.

Standard Charges

As standard, all works will be charged based upon the price of parts/materials provided by The Company, plus labour which will be charged in 30-minute increments. As stated, parts supplied are subject to a competitive mark up.

For addresses within a 10-mile radius of The Company's office (Postal code: BS4 4EU), during office hours, an initial call-out fee of £80.00 will be charged. The initial call-out fee covers the first 30 minutes. Labour is then charged at £40.00 per 30-minute period thereafter. Labour for further works carried out immediately following a service will also be charged at £40.00 per 30-minute period; - the customer is liable to pay these charges, even if the further work wasn't formally quoted or arranged through The Company's office.

Labour will be charged from job commencement (arrival) and continue for the job duration; this isn't negotiable.

If an engineer agrees with a customer to continue working outside of office hours to complete a job, labour charges could increase to a Premium rate.

When making a booking, the customer will be advised if an additional travel fee is chargeable- this may be applicable for addresses located outside of a 10-mile radius of The Company's base in BS4 4EU. If an engineer is due to be local to an address at the time of an appointment, The Company may be able to waive any additional travel fees.

Permissions

The Company will accept verbal instruction/permission to carry out further works whilst at a premises from the representative facilitating access unless the customer has explicitly informed The Company during the booking process that others may not authorise work on their behalf. Except in these cases of exclusion, the customer is responsible for paying for all additional work even if it was not agreed with them directly beforehand. Please note, if The Company has been informed that only the customer may authorise additional work, in some instances it may be necessary for an engineer to shut down an appliance temporarily where there is a safety/non-compliance concern if the customer cannot not be reached to approve essential further work whilst on site.

Payment Terms

Unless explicitly agreed prior to commencement of work, payment will be due on completion of the work or service provided. In cases where a return booking for additional work is needed, The Company may seek payment for work they've carried out so far before actioning/agreeing to further visits. This applies even if the additional work proposed is intended to remedy the same problem as initially reported. Where a quotation has been provided, the full amount, less any payments already made, is payable. Where a quotation has not been provided, The Company will advise the customer of the amount due by posting or emailing an invoice.

All quotations and invoices will include a breakdown of VAT at the appropriate rate.

Acceptable methods of payment are:

- Debit Card (payment can be taken over the telephone)
- Cheque
- Cash

All materials and goods supplied by The Company shall remain the property of The Company until the full invoice has been paid by the customer. The Company can withhold Landlord Gas Safety certificates until payment has been received.

Liability

The Company can only be held liable for the extent of works they've carried out. In the unlikely event that the customer believes a fault has been caused directly by the action or intervention of The Company, liability for rectification costs will be considered by a manager and discussed with the customer. No liability shall be accepted in respect of defects in existing installations, work completed by a third-parties, or in relation to parts manufactured by others.

All advice provided by The Company is offered on a 'best endeavours'/ opinion only basis and the customer accepts such opinions at their own discretion and risk. As a professional business, The Company has relevant liability insurance cover.

Health and Safety

The Company will take appropriate and practical measures to ensure the environment in which works are being carried out is safe to avoid risk of injury to The Company or other parties; the customer is expected to do the same. If the customer notices any situation, property, equipment or materials that they believe to be unsafe they must mention it to The Company immediately.

Job Cancellation/ Refusal

The Company reserves the right to cancel or refuse to carry out any work at any time.

Company engineers are bound by relevant governing bodies such as Gas Safe, NICEIC, Oftec etc. and must adhere to their respective standards and compliance rules / regulations at all times. The Company may not be able to carry out work at any premises found to be in breach of Building Regulations or where there is a suspected (or confirmed) non-compliance issue.

The Company will not be able to work in an environment which is deemed to be unsafe or where they believe any party will be put at risk as a result of the works being undertaken. The Company may walk away from any job, at any point, if they deem the behaviour of the customer or any person present to be intolerable, threatening or inappropriate- this will not absolve the customer of responsibility for paying for the extent of any work already completed.

Engineers are unable to enter properties where a person under the age of 18 present without an appropriate adult.

If an appointment has to be cancelled due to unforeseen circumstances or for reasons beyond The Company control, The Company will make every effort to inform the customer as early as possible; The Company is not liable to compensate the customer for having to cancel an appointment.

Complaints and Compliments

Should the customer have a complaint about the services or work provided by The Company, they should raise this by emailing enquiries@gasworldltd.co.uk and a manager will address the issue within 7 working days. Compliments and comments may also be raised in the same manner. For urgent matters please call 0117 972 5340.

*NOT applicable to certain Heat-Cover, pay monthly plan customers.