

## CHIMNEY SWEEPING TERMS AND CONDITIONS

In these terms and conditions "The Company" means "Uppingham Stoves Ltd" and "The Customer" means the person or company purchasing the services. "Services" means the services specified in the quotation and invoice.

### 1. GENERAL

- 1.1. When chimney sweeping it is expected that the customer's flue and fire have been installed by a competent person and have been signed off by a recognised trade body e.g. HETAS or OFTEC etc. or Building Control. It is also expected that they have been regularly maintained and serviced.
- 1.2. The company asks that the stove/grate be clear of ash prior to our arrival, failure to do this will result in an extra £10 charge.

### 2. PRICING

- 2.1. The company offers a fixed pricing scheme for their services. This is available from our office please contact [info@uppinghamstone.co.uk](mailto:info@uppinghamstone.co.uk) / 01572737474.
- 2.2. The company relies on the customer to report any issues or due considerations when booking an appointment. The company reserves the right to 're-quote' on arrival if encountering anything not covered in the original quote. The customer may decline the service at that point but will still be charged a cancellation fee.

### 3. CANCELLATION

- 3.1. The company requires 24hrs notice for any change or cancellation to appointments. Failure to notify us before this will result in the customer being charged a cancellation fee.
- 3.2. The company reserves the right to charge a cancellation fee if the customer is not present/access is not provided at the agreed appointment.

### 4. PAYMENT

- 4.1. Payment is due at the time of provision of the service, except where alternative arrangements are arranged in advance.
- 4.2. Payment can be made by cash, cheque (made payable to Uppingham Stoves Ltd.) or BACS.

### 5. METHOD

- 5.1. The company will use the equipment they deem necessary to clean the customers chimney flue. This will involve one or more of the following: rods, brushes, vacuum, rotary power sweeping system.

### 6. BIRD'S NESTS

- 6.1. The company is unable to remove 'live' bird's nests (usually found between April and June when Jackdaws are nesting) as it is illegal to do so (please see RSPB guidelines). If we find a nest in the chimney when we are sweeping we will usually arrange to come back to remove it when it is legal to do so. Please don't ask the company, or any other person, to break the

law and remove the nest when it is illegal. The company reserves the right to charge a cancellation fee if they cannot sweep due to bird's nesting.

## 7. POTENTIAL ISSUES

- 7.1. While great care is taken to prevent damage to your property, the company cannot be held responsible for badly maintained or deteriorating pots, cowls, chimney stacks, fireplaces or any other part of your chimney. Material information should be disclosed by the customer prior to the initial quote being given, such as age and type of bird guard or cover, and any known problems.
- 7.2. No responsibility can be accepted for chimney problems that occurred during sweeping that were not obvious before the sweep was undertaken or have not been advised to us if known by the customer.
- 7.3. The company reserves the right to recommend remedial work prior to sweeping or ask you to sign a disclaimer to allow us to continue.
- 7.4. If the company cannot undertake the sweep due to poor or not 'legal' installations our experts will leave you with the best advice the company can offer to rectify the problem.

## 8. CERTIFICATE OF SWEEPING

- 8.1. The company will issue a HETAS certificate of sweeping for every chimney we successfully sweep.
- 8.2. The certificate is confirmation that the company has passed a brush or appropriate device through the flue and removed as much soot and/or debris as we are able.

## 9. ROOVES

- 9.1. Some of the company's work may involve access to the chimney from the roof. All care will be taken by the company when using ladders on the roof. The customer must inform the company of any know issues with the roof.
- 9.2. The company's work on the roof will be weather dependent and unfortunately if the weather is deemed unsafe for us to undertake the work then the job will be postponed until it is safe to do so.

Tuesday, 28 November 2023



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