

TERMS AND CONDITIONS

In these terms and conditions "The Company" means "Uppingham Stone Ltd" and the "Customer" means the person or company purchasing the goods. "Goods" means the goods and/or services specified in the quotation and invoice.

1. QUOTATION AND PRICE

- 1.1. All orders placed pursuant to our quotation must be in writing and a binding contract will not exist until such orders are accepted by us in writing. Our scope of work shall be as specified in our quotation together with any variations agreed pursuant to the contract. All contracts will be deemed to be subject to our Standard Terms and Conditions of Sale as set out herein.
- 1.2. The quotation shall remain valid for 14 days after which time the Company reserves the right to amend, withdraw or cancel the quotation.
- 1.3. The quotation is an estimate based upon current costs and is subject to adjustment in the event of any variation whatsoever in the costs to performing the contract.

2. FITTING

- 2.1. The company can only be held liable for the extent of works conducted by the Company. No liability shall be accepted in respect of defects in existing installations or in respect of parts not manufactured by the Company. The Company shall not be held responsible for any loss or damage to property, materials or injuries to individuals caused by the personal actions of the customer or other household members or guests before, during or after such works have been conducted.
- 2.2. The Customer should remove delicate and soft furnishings from the room and cover anything left. The Company will cover the immediate area and make all reasonable efforts to keep the inevitable dust and dirt to a minimum. The Company will not be held responsible for any cleaning costs incurred where these stipulations have been ignored.
- 2.3. In extreme weather it may be necessary to postpone work.
- 2.4. Any damage to roof tiles is not our responsibility and must be rectified by the customer. Great care is taken not to damage roof tiles or guttering; however, damage can sometimes occur whilst using ladders.
- 2.5. The Company is not responsible for any of the following: carpet, wooden flooring, coving, skirting board, window cleaning, plastering, painting and decorating. Work required in these areas will need to be undertaken by another party unless agreed otherwise.
- 2.6. The Company will require use of the Customers electricity and water whilst on site.
- 2.7. Despite the Company's best endeavours, installations may not be aesthetically perfect due to the peculiarities in fireplaces, stoves, chimneys, hearths and building design and construction. The Customer accepts that unavoidable compromises may be necessary during installation, placing HETAS standards above minor aesthetic considerations.
- 2.8. The Company are not permitted to disconnect gas appliances which must be completed by a registered Gas Safe engineer before the agreed installation date.
- 2.9. The Company often takes 'before' and 'after' photographs of our work. Images of work undertaken are likely to be used for advertisement purposes to demonstrate the quality of our work.

3. PAYMENT

- 3.1. A deposit is required for our fireplaces and stoves with the balance of the cost being payable immediately upon completion of fitting.
- 3.2. Unless explicitly agreed prior to commencement of work, payment will be due in full upon completion of the work or services provided. Where a quotation has been provided, the full amount, less any payments already made, is payable.
- 3.3. 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.

4. GDPR

- 4.1 Your information will be held securely by the Company in accordance with GDPR. Your information will not be shared with anyone outside the Company for marketing, only with organisations directly involved in your installation. You may receive annual sweep reminders. Should you wish to be removed from our database at any time please inform us in writing.