

Handy Andy's



Terms and conditions

Quotes:

We produce quotations with as much detail as possible to avoid any misunderstandings. If something is missing that you would like included, please let us know and we will revise the quotation as necessary.

Unless we specify otherwise, where we provide the Client with a fixed price quotation, that fixed price shall be valid and open for acceptance within twenty-eight (28) days. On request with agreement, a longer time can be specified on the quotation. A requote may be needed if acceptance falls outside the agreed period.

Working Arrangements:

All prices quoted assume free access and unimpeded working during normal working hours (9am - 5pm Mon - Fri), unless otherwise agreed.

Arrangements:

We agree to practical arrangements while working that cause minimum disruption to the Client and allow work to continue efficiently by Handy Andy's.

Access:

We need free access for delivery of goods, such as materials, plant, machinery and skips. The Client is liable for these service costs if not included in the original quotation.

Access to and collection of materials, equipment and plant remain until full and cleared final payment is received.

Materials:

All building and other materials provided by Handy Andy's or their sub-contractors remain the property of the business until full payment is received by Bank Transfer, bank card, cleared cheque or cash.

Accepting a quotation, either verbally or in writing (including texts and emails), and agreeing to start work will cause these terms and conditions to come into effect.

Direct and Sub-Contractor:

Handy Andy's may employ both direct and sub-contract labour to work on site. Each individual contractor takes full responsibility for their own third-party liability. The main contractor will oversee all works to completion and takes full general and operational responsibility in running any contract agreed with the Client.

The Client:

The Client must confirm he or she is the property owner where the work will take place and can commission our services without the consent of a third-party. Otherwise the Client must make sure they have the necessary authorisation in place for the work to take place.

We expect the Client to provide electrical power, running water and toilet facilities where reasonably possible.

When a Client is unavailable, we will only continue working if we have prior authorisation from the Client, or if it is not safe or possible to halt urgent works at that point.

When a third-party represents the Client (such as a managing agent, contractor or other representative), if the Client does not settle the invoice, the third-party will be responsible for payment unless Handy Andy's has agreed otherwise in writing.

Unless agreed in writing between us and the Client, the Client will be responsible for removal from site of all waste materials resulting from the work.

The Client has the right to cancel any work without penalty up to 24 hours before work is to start. Any cancellations made within 24 hours of the start date will be subject to a charge of £30.00.

Handy Andy's Liability:

Handy Andy's shall not be liable for any costs claimed by the Client for absence or late attendance on-site, or for late or non-delivery of materials, or for materials which are faulty or wrongly supplied.

Handy Andy's does not accept liability for any injury to persons, domestic animals, livestock or birds, or any loss or damage to property or goods, unless due to our negligence. The Client must tell Handy Andy's of this damage, injury or loss in writing within 24 hours of the incident.

Handy Andy's does not provide qualified telephone advice and does not accept liability for advice which the Client may claim to have received by telephone.

Handy Andy's shall not be liable for any delay to provide goods and services because of events beyond our control.

Handy Andy's may end an agreement with a Client if the Client;

- becomes bankrupt,
- commits a material breach of their agreement,
- refuses to take delivery of goods,
- refuses to let Handy Andy's provide services at the time and date agreed,
- fails to pay the agreed price or any part of it.

Call-back and refunds policy

We recognise there may be circumstances when a fault or defect occurs related directly to our work that needs a call-back. We ask the customer to call back within 14 days after completing the original work, when we will return to inspect the problem and do our utmost to correct it. Should the fault not be down to our work, we may need to charge for any further work with the customer's agreement.

We may offer a refund if the problem is found to be due to our work. The refund will not be more than the original invoice. We may offer a rebate as a gesture of goodwill, if we cannot rectify it by further work by us.

If the customer decides to call in another business to correct the problem, then it is essential that we are told in time, so we can see what final rectification takes place. Only then can we consider any refund for our work, so we and the customer understand what caused the problem. We cannot consider any refund without this understanding.

Payments:

We accept payments by Bank Transfer, bank card or cash and an invoice for payment will be emailed or posted to the Client. Our invoice has our Bank Transfer details. Longer contracts may need part payments. We can arrange part payments at the start of the contract. We do not usually need a down payment but arrangements may be made for a down payment to buy materials.

Payment is due on presentation of the invoice after completing work unless we otherwise specify. No VAT included.

Insurance and Public Liability:

We provide Public Liability Insurance up to £1,000,000 with Zurich.

Data Protection:

We hold all Client information under the Data Protection Act 1988 and all personal and other Client details will remain confidential.

Extras:

We will undertake extra work after full discussion with the Client and verbal or written agreement, and charged at the agreed rate.

We always try to bring work to a satisfactory conclusion as soon as possible considering weather conditions, availability of specialist materials and unforeseen circumstances.

Andy Cath (Sole Trader)

Customer signature:

Date: