

TERMS AND CONDITIONS

These terms and conditions explain the rights and responsibilities of the client and iFit-Homes Ltd

1. iFit-Homes Ltd will provide all customers with a written quotation, which will include sufficient detail for the completion of works. If any clarification is required, please contact us to provide this. Extra works can be undertaken subject to written confirmation including costs.
2. A 'contract' with iFit-Homes Ltd is an agreement by the client to have work undertaken based on a written quotation headed 'Quote/Estimate' submitted directly to the client on an official iFit-Homes Ltd document and is a clear undertaking between the two parties to form a contract.
3. Once a quotation has been accepted (either verbally or in writing) and the client has paid their deposit, then a contract he's been entered into and these terms will come into affect. Quotes are valid for 8 weeks from the date on the quote.
4. Once the client has entered into a contract with iFit-Homes Ltd by paying their deposit, they have a 14 day cooling off period should they wish to cancel the contract. The client may cancel their contract within 14 days either by telephone or email to iFit-Homes Ltd (07703225135, info@ifit-homes.co.uk).
5. All prices quoted are calculated on the basis of free access and unimpeded working during our normal working hours of 8am -4pm Mon- Fri unless otherwise agreed.
6. It is the customer's responsibility to arrange planning permission, building control and utility changes unless pre agreed. All proof that this has been done will need to be seen prior to commencing any works.

7. Commencement of any work is under the assumption of uninterrupted work for the duration of the contract unless unforeseen circumstances dictate. iFit-Homes Ltd will not be liable for any costs beyond our control.
8. iFit-Homes Ltd will agree all practical arrangements with regards to working methods with the client in order to provide minimum disruption and allow work to be carried out efficiently by the contractor.
9. Free access is required for delivery of building materials and skips etc.
10. All used or removed materials on site will remain the property of iFit-Homes Ltd and will be disposed of accordingly.
11. iFit-Homes Ltd may directly employ or sub contract labour to work on site. Each sub contractor takes full responsibility for their own third party liability. Plumbing sub contractors are CORGI registered. Electricians are Part P certified. iFit-Homes Ltd will oversee all works to completion and takes full and general responsibility in the running of any contract with the client.
12. iFit-Homes Ltd will provide a payment plan to the client prior to commencement of works. This will usually comprise of a deposit and staged payments with the final payment upon completion of works. Deposits are non refundable and allow iFit-Homes Ltd to book work in and agree a formal start date and to purchase materials. Please note that should we need to cancel the works for any reason then the deposit will be fully refunded.
13. Invoices will be sent out prior to the payment dates and each invoice will serve as a receipt of payment. Payments must be made in a timely manner or work progress might be impeded or ceased (in the case of non payment). Payments can be made preferably by bank transfer but cheques are still taken. There will be a small fee if wishing to pay by cash as to offset our own bank charges.
14. We are fully covered with public and employers liability. A copy of which can be forwarded if requested.
15. All client details are retained in accordance with the Data Protection Act 1988. All details will remain confidential.

16. Guarantees: All client will benefit from a full guarantee on our workmanship for a period of 12 months. Guarantees on materials run in accordance with manufacturer's warranty periods where applicable. Our guarantee covers all new work and new materials used in construction or repairs, but does not guarantee the integrity of any existing structures, materials or decorations. In the event of a failure beyond the guarantee period we will be happy to investigate the cause and negotiate a solution to the problem without delay and carry out any agreed repairs as soon as possible. Charges may apply for remedial works carried out beyond guarantee dates or to items not covered by our guarantee. Please note: decorations are signed off at time of completion and not covered by any guarantee. Plastering works are covered by a 6 month guarantee to allow time for settling. We strongly recommend delaying any decorations until after this time but accept that this is not always possible.
17. No responsibility is taken by iFit-Homes Ltd for the presence of perished or rotten timber (or any other perished or rotten materials) in existing structures such as doors, windows, frames etc whether detected or undetected at time of contract
18. We will not be held accountable for the suitability of the existing boilers ability to provide for additional plumbing works. If the existing boiler is found to be unsuitable, this shall be discussed with the client and any parts requires shall be supplied at trade cost. If we have to remove any radiators for any reason we shall not be held accountable for their effectiveness once they are replaced.
19. iFit-Homes Ltd will endeavour to protect existing surfaces with the use of dust sheets and plastic sheeting etc along with care in our working practice. However, responsibility for protection from damage of any surfaces or fabrics etc is ultimately down to the client. We can provide additional coverings and protection over and above our usual coverings if agreed before hand but at an additional cost. We therefore recommend that the client removes any expensive and/or sentimental items before work commences. If we are required to move any furniture prior to work commencing we will not be held responsible for any breakages or stains that may occur. We advise all clients to keep valuables and expensive items safe and secure for the

duration of works, as we cannot be held liable for any theft or loss.



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20. Discounts and retentions: Prices are based on the understanding that no retentions are held unless previously arranged and authorised. No main contractor or sub-contractor discounts are given unless agreed and confirmed in writing.
21. We will endeavour to employ a helpful attitude at all times and will, always attempt to bring the building works to a satisfactory conclusion as soon as possible taking into account weather conditions, availability of specialist materials and trades and unforeseen circumstances.
22. Which? Trusted Traders allow us an arbitration scheme to resolve any issues that may arise. This is both for the benefit of ourselves and our clients.
23. iFit-Homes Ltd take pictures of the progress of our projects. We reserve the right to use these pictures in our portfolio, on our website and on various social media websites for marketing and information purposes. Please let us know via email at the commencement of works if you are not happy with this.