

TERMS & CONDITIONS

Handyman & Technical Installation Services

COMPANY S & C Hamilton Ltd	VAT NO. 482133601	BASED Amersham, Bucks	CONTACT 07730 051577
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These Terms & Conditions apply to all quotations issued by S & C Hamilton Ltd ("the Company", "we", "us") and to any work subsequently carried out for the person or organisation named on the quotation ("the Client", "you"). By accepting a quotation, you agree to these Terms.

1. Quotations

- Quotations are valid for 30 days from the date of issue, unless otherwise stated on the quotation.
- Quotations are based on the information available and the condition of the property as viewed or described at the time of quoting.
- If the actual condition of the property differs once work has started — for example, hidden damage or an unforeseen issue behind a wall or fitting — we will let you know before continuing, and the price may need to be revised accordingly.
- A quotation becomes a binding agreement once accepted by you, in writing, by email, or by confirming verbally that work should proceed.

2. Charges

- Labour charges are set out in your individual quotation and confirmed with you before work begins.
- Parts purchased on your behalf are charged at cost price plus 15%.
- Consumables (fixings, sealant, tape and similar small materials) are charged at cost price plus 15%.
- All prices are subject to VAT at the prevailing rate where applicable, which will be added to your invoice.

3. Payment

- Payment is due on completion of the work, unless alternative payment terms have been agreed with you in writing in advance.
- For larger jobs, we may request a deposit or interim payments; this will always be agreed with you before work begins.
- Payment can be made by bank transfer, or by another method agreed with you at the time of booking.

4. Scope of Works & Exclusions

- We do not undertake certifiable or notifiable works requiring statutory certification — including, but not limited to, Part P notifiable electrical work and Gas Safe registered gas work. Where such work is identified as necessary, we will let you know and can recommend an appropriately qualified and registered tradesperson.
- We do not carry out "hot works" — work involving an open flame, welding, brazing, or naked-flame soldering, or similar heat-generating processes.
- Any work outside the agreed scope will be treated as a variation under Section 5 below, rather than being carried out without your agreement.

5. Changes to the Agreed Works

- If, once work is underway, it becomes clear that additional work is needed or you would like to add to the original scope, we will discuss this with you and agree the cost before proceeding.
- We will not carry out, or charge for, additional work beyond the agreed quotation without first getting your agreement.

6. Access & Client Responsibilities

- You will provide safe and reasonable access to the property, and to power and water where these are needed for the work.
- You will let us know in advance of any known hazards at the property (for example asbestos, structural concerns, or pets) that could affect how the work is carried out.
- Where parking is not freely available, any parking costs incurred may be added to the invoice.

7. Your Right to Cancel

- If this agreement is made away from our business premises (for example, at your home), you have a statutory right to cancel within 14 days under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, without needing to give a reason.
- If you ask us to begin work sooner than the 14-day period, you can request this in writing; once work has started at your request, your right to cancel no longer applies to the work already completed.
- This is separate from your rights under the Consumer Rights Act 2015, which are unaffected by these Terms — see Section 10.

8. Rescheduling or Cancelling a Booking

- We ask for at least 24 hours' notice if you need to reschedule or cancel a confirmed appointment.
- Where less notice is given, we reserve the right to charge a reasonable fee to cover time set aside for the job.

9. Guarantee on Workmanship

- Our workmanship is guaranteed for 12 months from the date of completion. If a genuine issue arises with work we've carried out within this period, let us know and we will return to put it right at no extra charge.
- This guarantee does not cover parts or materials, which remain subject to their own manufacturer's warranty, nor does it cover issues caused by normal wear and tear, misuse, or work carried out by others after we've finished.

10. Liability & Your Statutory Rights

- We will carry out all work with reasonable care and skill.
- Except in the case of death or personal injury caused by our negligence (for which liability cannot be limited by law), our liability for loss or damage arising from the work is limited to the value of that work. We are not liable for indirect or consequential loss.
- Nothing in these Terms affects your statutory rights as a consumer, including those under the Consumer Rights Act 2015.

11. Complaints

- If you're ever unhappy with any aspect of the work, please get in touch as soon as possible so we can put things right — most issues are best resolved with a quick conversation and a return visit if needed.

12. Governing Law

- These Terms are governed by the laws of England & Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England & Wales.
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S & C Hamilton Ltd

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