

Terms & Conditions of Business

By using our services, you agree to our terms and conditions outlined below. A printed copy is available on request.

1. King Energy reserves the right to refuse or decline to undertake any work without prejudice or discrimination.
2. Definitions:
 - a. Our, us, we, ourselves refers to King Energy Plumbing and Heating
 - b. You, yourself, client, customer refers to the person or company who has agreed for King Energy to carry out work / receive our services and / or supply materials
3. Timescales: we will endeavour to complete the agreed work in the timescales discussed. However, we cannot be held responsible for delays beyond our control, which include:
 - a. Sickness or absence
 - b. Delivery delays
 - c. Third-party trades not supplied by King Energy
 - d. Weather conditions
4. Hourly rate work:
 - a. Our hourly rate work prices are listed under Rates on our website.
 - b. Payment is due immediately upon completion of work.
 - c. You will only be charged for the time spent related to our work.
 - d. Stock is monitored and replaced regularly. However, a non-stock item collection can be charged to the customer at our discretion.
 - e. We reserve the right to charge interest on any remaining balance of the invoice due at 4% over the Bank of England base rate every month until we have received full payment.
5. Estimates and quotations:
 - a. Estimates and quotations are valid for 30 days from receipt, unforeseen manufactures price rises are not accounted for.
 - b. Changes to the scope of work by the customer may require the quotation to be amended.
 - c. We will endeavour to carry out a thorough survey when quoting. However, we cannot be held liable for unforeseen circumstances.
 - d. We require 50% of the agreed estimate / quotation before the agreed start for work commencing unless otherwise agreed between King Energy and the customer.

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8 | Abingdon Drive | Caversham Park | Reading RG4 6RU | Berkshire

Telephone: 07852 300228

- e. Upon completion of work, an invoice will be produced for which payment is due on immediately.
 - f. We reserve the right to charge interest on any remaining balance of the invoice due at 4% over the Bank of England base rate every month until we have received full payment.
6. Guarantee and liability.
- We offer a 12-month guarantee on labour, with the following conditions:
- a. The customer has paid in full within the timescale set above.
 - b. King Energy are not liable for any materials supplied by the customer. This includes any damage caused / malfunction and refitting if required.
 - c. Manufacturers guarantees are between the customer and manufacturer. If the manufacturer guarantee / warrantee does not include labour, charges are applied at our discretion.
 - d. Subject to misuse, negligence or been tampered with by anyone other than King Energy.
 - e. King Energy have tried their utmost to repair or maintain a service, heating or plumbing system that is over 10 years old.
7. Access and substances hazardous to health.
- a. We need clear and well-lit access to the area we need to work in.
 - b. We are not responsible or liable for any damage caused if these conditions are not upheld.
 - c. Asbestos: if at any time, asbestos is discovered in an appliance or any areas that King Energy are working in, work will halt with immediate effect.
8. Powerflush:
- King Energy will do their utmost to visually inspect the suitability of the heating system to be powerflushed. However, we cannot be held responsible for leaks from pipework, radiators, hot water cylinders or boilers resulting from the powerflushing process or resulting damage to property.
9. Pressurising systems:
- King Energy will do their utmost to visually inspect the suitability of the heating system / hot water system to be pressurised. When a heating or hot water system has been converted from a gravity to a pressurised system, King Energy are not responsible for any leaks on pipework, radiators, hot water cylinders or boilers or resulting damage to property.

These terms and conditions and contracts between King Energy and the customer shall be governed and construed in accordance with English Law and shall be subject to the exclusive jurisdiction of the English Law.

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