

SCOPE AND DEFINITIONS

These terms and conditions relate to major works, which are categorised as all works with a total value of at least £1200.00 including VAT

Your company contact is anybody currently at the company who you have been in contact with regarding your job

You: The customer

We/Us/The Company: Option Energy Solutions Ltd

TERMS AND CONDITIONS

Payment Terms

Unless specific payment terms are shown on your quote, then the following terms apply

25% deposit required prior starting works. We are unable to guarantee a booking until this is paid

An additional 25% of quote is required on day one of works

Full payment of remaining 50% of quote, plus any agreed variations is required within 7 days of invoicing on completion

If works are to take no more than one day, then both the day one and completion payments, totalling 75% of job value, can be paid within 7 days of invoicing on completion

If works are to take more than 30 days, then we reserve the right to invoice for stage payments for works carried out to date, at regular intervals. If this includes part of the installation cost covered by the BUS grant then we will refund this portion to you once the BUS grant has been paid to us.

Our payment methods are BACS, debit/credit card, or cheque (cheque up to £500 only)

General Terms

We guarantee our workmanship for 2 years from date of install. This workmanship warranty will be transferable to the new legal owner of the property if it is sold during the warranty period.

We will require use of your water and electricity during the work

No responsibility can be taken for the integrity of existing pipework and equipment

Unless an item can be reasonably expected to form part of the works, then if it has not been explicitly stated as included, please assume it is excluded.

Removal of waste generated during the course of works is only included if explicitly stated within your quote. In all other instances we will dispose of waste in your bins, separating as per your recycling requirements.

If waste disposal has been included then this is for all waste removed from site and/or generated in the course of the quoted works, including any scrap metal. If you wish to dispose of / keep any scrap metal, then you will need to also dispose of the rest of the waste

Unless a longer period is stated on a quotation, you have a 1-year guarantee on all goods provided. To make a claim, get in touch with us by phone, email or letter. This does not affect your consumer legal rights.

CANCELLATIONS

You are entitled to cancel your works at any point, subject to the following conditions:

To cancel works, please notify us by email or SMS / Whats App message to your company contact as soon as possible or call us on 01903 814777. We would suggest that you also send an email, to confirm you would like to cancel.

We reserve the right to use deposits to cover any reasonable and foreseeable losses incurred by the business due to the cancellation, including, but not limited to, restocking charges for ordered materials, non-refundable items ordered, and loss of earnings. Your statutory rights are not affected. The balance will be refunded.

If you cancel after works have started then we reserve the right to charge for all goods and services supplied up to the moment of cancellation, plus any losses incurred by the business, as stated in the preceding paragraph.