

## **Terms and Conditions.**

**Quotes.** All quotes are valid for 30 days from the date of issue. The price quoted is a true reflection of the work to be carried out which includes costs for labour and materials. In the event that additional work is required that could not be foreseen at the time of the site visit additional charges may apply. These charges will be discussed with the customer and an agreement reached before proceeding with the works. You have the right to accept or decline these additional charges. Payment will be required for any work completed up to the point you cancel.

**Estimates.** The price provided is a true estimate of what we expect to charge you. If there are circumstances that we could not have been aware of, that will affect the price, we will provide you with an updated estimate. You have the right to accept or decline these additional charges. Payment will be required for any work completed up to the point you cancel.

**Works.** In the event of the customer being unsatisfied with the work carried out by Arrow Handyman, the customer agrees to allow Arrow Handyman an opportunity to rectify the said works also known as snagging. Where the customer refuses or otherwise prevents Arrow Handyman rectifying the works, to the full extent permitted by law, the liability of Arrow Handyman for the works shall be extinguished and the customer will be liable to Arrow Handyman for payment in full of Arrow Handyman invoices.

### **Payments.**

Full payment is required on completion of works unless a staged payment method has been agreed between Arrow Handyman and the customer prior to the work commencing. In the unlikely event that you are dissatisfied you are entitled to withhold an amount to cover any corrective work that may be required. We should be given the opportunity to complete any corrective work.

Unless otherwise agreed in writing the customer must pay Arrow Handyman invoices for services and goods (collectively known as the "the works") and other charges at the time of rendering an invoice to the customer. The customer must pay the invoices or any money due in full and without deduction, notwithstanding any entitlement it may have to a credit or offset however arising. Payments can be made in various methods and agreed between Arrow Handyman and the customer. Arrow Handyman reserves the right to take a 30% deposit on estimates/quotes before any works commences to cover the costs of materials.

**Non Payments.** Arrow Handyman reserves the right to apply a 1.5% interest charge per month or part month, 30 days after the invoice date to the outstanding balance on any unpaid invoices plus a £40 late payment charge on each invoice overdue. Arrow Handyman reserves the right to remove the 30 day period with regards to the late payment charge in respect to a cancelled cheque that is made payable to Arrow Handyman.

Arrow Handyman reserves the right to charge addition legal fees in the event that Arrow Handyman pursues unpaid invoices through a court of law. Arrow Handyman reserves the right to remove goods installed at the customer's property that are included in an unpaid invoice.

Arrow Handyman will retain title to (but not risk in) goods delivered to the customer or installed on behalf of the customer until Arrow Handyman has received payment in full for them and all other sums owing to it by the customer.

**Damages.** Arrow Handyman will not be liable for any damages unless caused by our negligence. You should report any damage or faulty products within a reasonable time. In usual circumstances, we would request that you inspect the goods and report any faults within 24 hours of inspection.

**Customised goods.** Unfortunately Arrow Handyman is unable to accept returns for goods made to the customer's own specifications (bespoke items) unless the goods are faulty or not as described.

**Cancellations.** The customer may cancel any works at any time. A payment maybe required if the customer cancels prior to the works commencing if materials cannot be returned. If the customer decides to cancel whilst works are in progress or before completion then Arrow Handyman reserves the right to request payment for work carried out to date to cover labour and material costs.

**Guarantee.** Work completed by Arrow Handyman is guaranteed for 12 months from the date of works completion. The guarantee covers workmanship carried out by Arrow Handyman but excludes materials, any work not carried out by Arrow Handyman or guarantees / warranty's provided by manufactures. Arrow Handyman will not be liable to return and affect repairs due to defects in materials or work not carried out by Arrow Handyman but may charge for any further work.

**Landlords and Letting Agencies.** All contracts for any work undertaking are with the respective landlord or letting agency and all invoices will be completed immediately upon the completion of works. Full payment is required on completion of the works. Arrow Handyman reserves the right to charge late payment interest of 1.5% per month or part month, 30 days after the invoice date on any outstanding invoices plus a late payment charge of £40 on each overdue invoice. Arrow Handyman reserves the right to charge addition legal fees in the event that Arrow Handyman pursues unpaid invoices through a court of law. Arrow Handyman reserves the right to remove goods installed at the customer's property that are included in an unpaid invoice. Arrow Handyman reserves the right to request a deposit of 50% of the quote / estimate to cover the cost of materials. The balance is due upon the completion of works. Keys collected for properties to allow access for works to be carried out are to be returned to the place of pick up (unless agreed otherwise with the landlord / letting agency).

**Commercial.** All contracts for any work undertaking are with the respective company and all invoices will be completed immediately upon the completion of works. Full payment is required on completion of the works. Arrow Handyman reserves the right to charge late payment interest of 1.5% per month or part month, 30 days after the invoice date on any outstanding invoices plus a late payment charge of £40 on each overdue invoice. Arrow Handyman reserves the right to charge addition legal fees in the event that Arrow Handyman pursues unpaid invoices through a court of law. Arrow Handyman reserves the right to remove goods installed at the customer's property that

are included in an unpaid invoice. Arrow Handyman reserves the right to request a deposit of 50% of the quote / estimate to cover the cost of materials. The balance is due upon the completion of works. Keys collected for access to premises to allow works to be carried out are to be returned to the place of pick up (unless agreed otherwise with the company).