

Terms of Business

Element Home Services Ltd

1. Payment Terms

Payment in full is due by the due date specified on the invoice. If payment is not received by this date, we reserve the right to charge interest on the overdue amount at a rate of 8% plus the Bank of England base rate. Interest will typically be applied 14 days after the invoice becomes overdue; however, this is at our discretion. We also reserve the right to recover reasonable debt recovery costs incurred due to late payment, which will be added to any final amount due. For business-to-business invoices, such as those involving a landlord represented by a third-party agency, we reserve the right to pursue the landlord directly for any overdue amounts.

2. Deposits

In all cases, we require a 50% deposit to book in works with a value of £500 including VAT or above. This deposit is non-refundable.

3. Quotations and Pricing

All quotations are valid for 30 days unless otherwise stated. Any additional works requested or required outside the original scope of work will be charged at our standard rate unless otherwise agreed in writing. Prices include materials and commissions unless otherwise stated. Please note we do not provide itemised breakdowns of labour and material costs. For larger projects, clients may request a detailed breakdown but we reserve the right to charge an administrative fee for this service. Quote breakdowns will be invoiced separately and provided upon confirmation of payment. We also reserve the right to charge for subsequent amendments. Should a client proceed with the works the payment for the breakdown will be deducted from the final invoice balance.

4. Your plumbing and heating system

The client acknowledges that existing plumbing, heating, or drainage systems may be old, fragile, corroded, or otherwise in a weakened condition. While we will take all reasonable care when carrying out works, we cannot accept liability for damage, leaks, failures, or defects that occur to existing systems, pipework, fittings, or appliances during or after works, where such issues arise due to their pre-existing condition, age, or inherent weaknesses. Unless we installed your plumbing and heating system and the issue is covered under the warranty, any necessary repairs or replacements required as a result will be the responsibility of the client and charged at our standard rates.

5. Guarantees

Our 1 year parts and labour guarantee covers parts purchased and fitted by Element Home Services Ltd. The guarantee is invalidated if any other party has worked on the plumbing and heating system after the part was installed. Our guarantee does not cover perishable parts and materials such as sealants,

adhesives or washers. Boiler and cylinder guarantees are backed by the manufacturer, and it is the client's responsibility to contact the manufacturer directly in the event of a part failure.

6. Draining / Power flushing

If it is necessary to drain a central heating and/or hot water system to perform alterations, repairs, or a power flush, issues may sometimes arise after the drainage. This is more common if the system is open-vented, old, and/or has not been properly maintained in the past. A few examples of potential problems include radiators not working, circulation issues, seized valves, leaking valves, clogged pumps, sludge in the system, and hard blockages. If additional work is required due to problems arising after a system drain or work on a central heating system, it will be chargeable at our standard rate. We are not responsible for the condition of your central heating system unless we installed the entire system less than a year ago and it falls under our guarantee, as stated in our guarantees section. Please note that a power flush will not repair any faults with the system. It is designed to improve the performance of an already working system. However, sometimes the act of power flushing can move blockages into other parts of the system and cause issues. If this occurs and further work is required, it will be the client's responsibility to cover the costs. Please note any power flush we perform is not covered under warranty.

7. Parking & Fines

Where parking at the job address is restricted to residents, the client must provide a valid parking permit for the duration of the works. Alternatively, the client may arrange for parking dispensation in advance of attendance. If neither is provided and no suitable alternative parking is available, any parking charges or penalty notices incurred as a result of the engineer being required to park on site will be payable and added to the final invoice.

8. Aesthetics of works

We always strive to complete works to the highest standard however sometimes multiple tradespeople may be required to achieve this finish, such as a decorator, tiler or a carpenter. For example, but not limited to, in some instances where tiles or silicone must be removed and put back, there is always a risk of it not looking the same as it did previously, this could be for a few reasons like paint chipping around the edges of the tiles or silicone pulling the paint off when removed. In these instances, we have to politely remind our customers that we are a plumbing and heating company and cannot be responsible for the final decoration of the works. We will also remove a limited number of tiles for access where needed which will be discussed at the time of the quoting, please note a tiler may be required if necessary and these costs will be in addition to our quote.

9. Recalls

In the event that a recall is requested, we will confirm a booking under guarantee. Please note that if the issue is not directly related to the works we have carried out, the visit will be chargeable at our standard rates. Please note that if another contractor has attended to the issue since the works were carried out by Element Home Services Ltd then the visit will be chargeable at our standard rate for investigation and repair.

10. Sealing / Pressurising your heating or hot water system

Pressurising, also known as sealing your system, involves converting from a gravity pressure system to a mains pressure system. While there are significant benefits to this conversion, there are also associated

risks. Element Home Services Ltd will not be held responsible if any existing plumbing systems fail. However, we will provide a quote to address any issues that may arise.

11. Failure of parts or fittings

If damage occurs to the property due to a faulty part installed by Element Home Services Ltd, we will replace the defective part under warranty. However, we will not be responsible for any damage caused to the property.

12. Damages

We will take all reasonable care and necessary precautions when carrying out works. However, the client acknowledges that certain primary works may, by their nature, cause secondary or consequential damage (for example, to surrounding surfaces, finishes, fittings, or connected systems). We cannot be held liable for any such secondary damage or for any subsequent repairs, remedial works, or costs that may arise as a result of the primary works. Responsibility for arranging and covering the cost of such repairs remains with the Client. If works are within our remit we will provide a quote to address any issues that may arise.

13. Supplying your own materials

If you, the customer, provide the materials and instruct us to perform the work only, the company will not guarantee the products. Any time spent on incorrect or damaged parts will be charged at our standard hourly rate. If the entire day has been reserved for the job and we are unable to commence work, you will be charged at our standard day rate.

14. Access and Client Responsibilities

The client must provide safe access to the property and work areas. All of our engineers strive to perform their duties in a tidy and professional manner and they are trained to clean up after themselves. It is the customer's responsibility to ensure that the area where they will be working is clear of possessions and that any items they need to use, such as ladders, are fit for purpose. Any issues that arise, such as breakages where the above has not been observed, will not be reimbursed. We do not take responsibility for damages that occur during the normal course of work being carried out, although every precaution will be taken to prevent this from happening. The customer is solely responsible for protecting their furniture, fixtures, fittings, and personal possessions during the course of any works carried out by us. This includes, but is not limited to, safeguarding items from dust, debris, accidental marks, or damage resulting from decoration or other works. We accept no liability for damage to, or soiling of, furniture or possessions that have not been suitably protected by the client.

15. Boiler Installation Service Offer

Where free servicing is included as part of your boiler installation, it will be provided in line with the deal agreed at the time of installation. This is a goodwill offer and is not booked automatically on the client's behalf — it remains the client's responsibility to contact us and arrange each service at the appropriate time. Should the client fail to book or attend any service within its due period, the offer will be void in its entirety and no further free services will be provided.

16. Health & Safety

We will carry out works in line with health and safety regulations. The customer must notify us of any known hazards onsite (e.g. asbestos, pets, hazardous substances) prior to attendance.



17. Cancellations

Clients must give at least 24 hours notice of cancellation. Element Home Services reserve the right to charge for wasted time, travel or materials purchased if insufficient notice is given.

18. Complaints

Any complaints must be reported in writing within 7 days of completed works. We will make every effort to resolve any issues promptly and fairly.