

## TERMS & CONDITIONS

### 1 Credit Status

This contract may be cancelled by GoSouth Gas Ltd at any time before delivery date if, in its absolute discretion GoSouth Gas Ltd is not satisfied as to the credit status of the customer

### 2 Availability of Goods

If any of the goods or appliances required are not available to GoSouth Gas Ltd through their normal suppliers and the customer is unwilling to accept available alternatives, this contract shall be cancelled without further liability GoSouth Gas Ltd

### 3 Site Survey

If following an inspection by GoSouth Gas Ltd, GoSouth Gas Ltd are of the opinion that additional work is necessary for the proper installation or that the works proposed are not sufficient to provide an adequate heating system, GoSouth Gas Ltd shall produce a new quotation for all the works necessary to complete the proper installation of the system.

The Customer may then within 28 days either:-

- i) accept the quotation; or
- ii) cancel the contract, in which case GoSouth Gas Ltd will, at no cost to the customer, restore the property as far as reasonably practicable to its original condition, without any further liability on GoSouth Gas Ltd

### 4 Subcontractors

GoSouth Gas Ltd reserves the right to employ such subcontractors as they may nominate to carry out the work.

### 5 Unavoidable Damage

Responsibility on the part of GoSouth Gas Ltd for damage consequent upon proper execution of the work shall be limited to making good.

### 6 Customer's Responsibilities

The customer will be responsible for:-

- a) Clearing the roofspace of any obstructing stored articles where installation or other work is to be carried out in the roofspace;
- b) Clearing furniture and other obstructing household objects and floor coverings from the site of work and their subsequent replacements;
- c) Painting of radiators, pipes and other fittings, the removal and reinstatement of decorations, tiling, plasterwork and existing cabinets;
- d) Lifting and replacing parquet, rubber-tiled, hard wood, concrete or other special flooring;
- e) Provision of electric power for power driven tools and for the testing of equipment;
- f) Loss of damage of GoSouth Gas Ltd

materials on the site due to negligence of the customer;

- g) Obtaining any necessary licenses, authorities or permissions of the work to be carried out;
- h) Providing unrestricted access to the site.

### 7 Asbestos and Other Hazards

GoSouth Gas Ltd are not licensed under the Asbestos (licensing) Regulations 1983 and are therefore not allowed to handle certain work affected by asbestos. To the best of the customer's knowledge, there is no asbestos or any other hazardous materials nor do any hazardous conditions exist in the premises. If such materials or conditions are found, the customer shall be responsible for their removal and any additional costs of dealing with them.

### 8 Severe Weather

While certain pipework and tanks installed in accordance with the specifications are installed, GoSouth Gas Ltd does not accept liability for any damage to the work or the customer's premises and property caused by severe weather conditions or consequential loss arising therefrom.

### 9 Limit of Liability

Any condition of warranty expressed or implied is restricted to the boiler and materials detailed in the specification and the installation thereof. No liability is accepted for existing defects in systems to which additions are made.

### 10 Materials

All materials supplied and installed remain the property of GoSouth Gas Ltd until payment has been made in full by the customer or his agent.

### 11 Payment

Payment in full due strictly upon completion of work unless previously agreed in writing.

### 12 Warranty

GoSouth Gas Ltd agrees as its opinion to make good by replacement or repair defects in such goods which arise solely from faulty materials or workmanship within 12 months of installation

### 13 Complaints

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website