

Terms & Conditions

By engaging our services, you acknowledge and agree to these terms and conditions.

1. Payment Terms

Payment is due within 14 days from the invoice date.*

The responsibility for payment lies with the individual or entity that booked the job. If the costs are to be passed on to a third party, it is the booking party's responsibility to arrange this directly, as we will seek payment from the original booking party.

*Out of hours bookings are payable directly to the engineer on site.

2. Cancellation Policy

Small Jobs (Repairs, Maintenance, Minor Installations)

2.1 Cancellation by the Customer

- More than 48 hours' notice: Full refund or rescheduling at no additional cost.
- 24-48 hours' notice: A cancellation fee of 50% of the booking cost may apply.
- Less than 24 hours' notice: The full booking fee will be charged, and no refund will be issued.

2.2 Rescheduling

- More than 48 hours' notice: No charge for rescheduling.
- 24-48 hours' notice: A 25% rescheduling fee may apply.
- Less than 24 hours' notice: Rescheduling is not available, and the full booking fee will be charged.

2.3 No-Show Policy

If the customer is not present at the scheduled appointment time and has not provided notice, the booking will be considered a no-show, and the full fee will be charged.

2.4 How to Cancel or Reschedule

Cancellations and rescheduling requests must be made in writing via the email above.

Larger Jobs (Bathroom Installations, Extensive Plumbing Work, Full System Installations)

2.5 Cancellation by the Customer

- More than 14 days' notice: Full refund of any deposit paid.
- 7-14 days' notice: A cancellation fee of 25% of the total job cost will be deducted from the deposit.
- Less than 7 days' notice: A cancellation fee of 50% of the total job cost will be charged.
- Less than 48 hours' notice: The full job cost will be charged, and no refund will be issued.

2.6 Rescheduling

- More than 14 days' notice: Free rescheduling with no penalties.
- 7-14 days' notice: Rescheduling may be subject to an additional charge based on supplier and scheduling costs.
- Less than 7 days' notice: Rescheduling is at the discretion of Grand Union and may incur additional costs.

2.7 Project Delays & Customer Responsibilities

If the customer delays the project beyond the scheduled start date (e.g., site not ready, access issues), additional charges may apply for rescheduling and storage of materials.

2.8 How to Cancel or Reschedule

Cancellations and rescheduling requests must be made in writing via the email above.

3. Liability for Valves, Stopcocks & Pipework

We are not responsible for any existing pipework within the property that has not been installed by Grand Union Plumbing & Heating Ltd.

Any issues, faults, or damages arising from pre-existing pipework are the sole responsibility of the property owner.

Our services do not cover repairs, maintenance, or liability for such pipework unless explicitly agreed in writing.

We are not responsible for any leaks that may arise from operating valves or stopcocks to isolate water.

It is the customer's responsibility to ensure all isolation valves are in a serviceable condition before work commences.

4. Valves & Fittings Compliance

Some new valves and fittings include flow regulators to comply with current water regulations.

These regulations may change over time, potentially resulting in reduced water pressure or flow when replacement valves and fittings are installed.

5. Quotations & Pricing

If a quote covers multiple tasks, the price applies only to completing all quoted work.

If the work is divided into separate stages, the cost may be subject to change.

6. Payment Processing Fees

Card payments over £500 are subject to a 1.7% processing fee.

Payments made via bank transfer incur no additional charges.

7. Work Guarantees

We provide a 12-month guarantee on all completed work (unless stated otherwise). If any issues arise within this period, we will return and rectify them at no additional cost.

However, if the recall is due to an issue unrelated to our previous work, a Recall – New Issue Fee will be charged at our standard hourly rate, which can be viewed in our standard fees table below.

Please note the following exclusions:

- **Blockage Clearance:** No guarantee is offered on the clearance of blockages. Due to the nature of these faults, we will provide evidence that the blockage has been cleared at the time of our visit; however, this does not guarantee that further blockages will not occur after the appointment.
- **Sealant/Sealing Work:** Sealant and sealing work is covered by a 6-month warranty only.

8. Customer-Supplied Materials

Customer-supplied materials must be available on-site on the scheduled work date.

If incorrect or damaged materials are supplied, a fee may be charged for delays or lost time.

No guarantee or warranty is offered when the customer supplies their own materials.

Use of customer-supplied materials forfeits any warranty mentioned in this document.

9. Amendments & Alterations

Any requested amendments are quoted separately, with payment due within 7 days of completion.

This does not affect staged payment requirements.

Any alterations requested after the job has commenced will be charged at our standard hourly rate which can be viewed in our standard fees table below.

10. System Flushing Terms & Conditions

10.1 Power Flushing Terms

Power Flushing Process

Power flushing restores heating performance by circulating high-velocity chemicals to remove sludge (magnetite) and limescale deposits.

A chemical inhibitor is added after flushing to help prevent future buildup.

While power flushing is highly effective, complete removal of all deposits is not guaranteed.

In some cases, a second flush may be required, which will be offered at a discounted rate.

Severe blockages that cannot be cleared through flushing may require pipework replacement at an additional charge.

Liability & Potential Risks

Power flushing does not cause leaks, but it can reveal pre-existing weaknesses that were previously sealed by sludge or limescale.

We cannot be held responsible for any leaks or damage to decorations, furnishings (including carpets), fittings, existing pipework, cylinders, or tanks during the flushing process.

Any damage caused by leaks may be covered by your home insurance policy.

Repairs & Additional Costs

If a leak occurs during power flushing, we will attempt to repair it on-site.

Any necessary repairs will be carried out at our standard hourly labour rate which can be viewed in our standard fees table below.

10.2 Chemical Flushing Terms

Chemical Flushing Process

Chemical flushing involves circulating a cleaning chemical through the heating system using the existing system pump without the use of high-velocity flow.

It is a less aggressive process compared to power flushing and is designed to remove light sludge, debris, and prevent early-stage buildup.

A chemical inhibitor is also added after the process to protect the system going forward.

Chemical flushing is recommended for newer systems or systems requiring maintenance

rather than deep cleaning.

Complete removal of all debris is not guaranteed with chemical flushing.

Liability & Potential Risks

Similar to power flushing, chemical flushing may expose existing weaknesses in the system.

We accept no responsibility for leaks, failures, or any consequential damage arising from system weaknesses revealed during or after the flush.

Any resultant damage may be claimable under your home insurance policy.

Repairs & Additional Costs

If a leak or fault occurs during chemical flushing, we will attempt to repair it on-site.

Repairs will be charged at our standard hourly labour rate which can be viewed in our standard fees table below, plus any parts required.

11. Legal Costs

In the event that it becomes necessary for Grand Union Plumbing & Heating Ltd to take legal action to recover any unpaid amounts owed by the Customer, the Customer agrees to indemnify and pay Grand Union Plumbing & Heating Ltd for all reasonable costs incurred in connection with such action. This includes, but is not limited to, solicitor's fees, court fees, debt collection agency fees, and any other expenses related to the enforcement of Grand Union Plumbing & Heating Ltd's rights. Such costs will be payable by the Customer on an indemnity basis.

12. Fees Table (Domestic Customers Only)

Item	Price ex VAT	Price inc VAT
Domestic Hourly Labour Rate*	£91.67	£110
Domestic Boiler Service	£108.33	£130
Unvented Cylinder Service	£75	£90
Boiler & Unvented Cylinder Service	£133.33	£160
Gas Fire Service	£125	£150
Gas Inspection (CP12)	£70.83	£85
Drainage Unblocking**	£166.67	£200
Plumbing & Heating Health Check	£45.83	£55

System Efficiency Tune Up	£45.83	£55
Recall - New Issue Fee	£75	£90
Missed Appointment Fee	£50	£60

*Grand Union Plumbing & Heating does not apply any call-out charges. Where the term 'call-out' is used, it refers to a service period of up to one hour, which includes time spent on-site, travel, and associated administrative tasks.

**£100 fee (inc VAT) attendance fee is still payable if no drainage manhole access or unable to clear due to factors outside of our control.

By proceeding with our services, you confirm that you have read and agree to these terms and conditions.