

Terms and Conditions

General:

Any work carried out by James Fraser Heating Services will become null & void if the work completed is subject to misuse or negligence. It shall also be null & void if repaired, modified or tampered with by anyone other than an engineer from James Fraser Heating Services.

James Fraser Heating Services will accept no liability for or guarantee suitability for materials supplied by the client and will accept no liability for any consequential damage or fault. James Fraser Heating Services reserves the right to charge for any additional time incurred at our standard hourly rate.

All materials supplied and installed will remain the property of James Fraser Heating Services until payment is received in full for the agreed sum or money charged for works undertaken.

Work is guaranteed only in respect of work directly undertaken by James Fraser Heating Services and payment in full has been made. Any non-related faults arising from recommended work which has not be undertaken by James Fraser Heating Services will not be guaranteed.

James Fraser Heating Services shall not be held responsible for any damage or defect resulting from work not fully guaranteed or where recommended work has not been carried out.

Where James Fraser Heating Services agrees to carry out works James Fraser Heating Services cannot take responsibility for your existing Heating System and Pipework and accepts no liability in respect of the effectiveness of such works or otherwise.

James Fraser Heating Services shall only be liable for rectifying works completed by James Fraser Heating Services, and shall not be held responsible for ensuring damage or claims resulting in this or other works overlooked or subsequently requested and not undertaken at that time.

Although James Fraser Heating Services accepts employer's liability for its employees and for sub-contractors, the customer is under a duty as owner or occupier of the site to take reasonable steps to ensure the ordinary safety and security of the site and to advise James Fraser Heating Services of any circumstance which might affect Health & Safety. A copy of our Health & Safety Policy can be provided on request.

James Fraser Heating Services will ensure the area of work is left in a safe and reasonably clean and tidy condition on a daily basis.

All guarantees will be registered on the client's behalf once payment is received in full for the parts and materials used.

Privacy Policy:

Please click [here](#) to view our Privacy Policy.

Complaints:

In the unlikely event of a complaint arising and you wish to refer the complaint to us please contact us via email (hello@jfheating.org) with full details of the complaint.

Hourly Rate Work:

The Client shall only be charged for the time spent relating to the client's work. All rates are non-negotiable.

Payment:

Our payment terms are strictly 14 days from the date of invoicing.

The customer is not entitled to withhold payment in full by reason of minor defects which can be remedied under a snagging procedure. James Fraser Heating Services will rectify these within a reasonable time of notification taking into account the obtaining of any necessary replacement parts. This does not affect your statutory rights.

Where appointments are cancelled with less than 24 hours notice or if we arrive at an appointment (as agreed) and are unable to access the property then an aborted call-out fee may be charged. This will be at the discretion of James Fraser Heating Services and will be charged (at minimum) half of our hourly rate or (at maximum) the current call-out fee. All rates are non-negotiable.

All payments are to be made by Cash, Credit or Debit Card, Cheque or BACS payment.