Terms & Conditions of Service

Bathrooms • Kitchens • Plumbing • Installations & Renovations

1. Our estimates & agreed works

Estimates are valid for 14 days from the date of issue unless stated otherwise. They are based on information available at the time and cover only the work, products and services described. Any additional work will be discussed and agreed before proceeding, and changes to the scope will be recorded using our Change of Works Form.

2. Accepting an estimate

By clicking "Accept" on an estimate in our Fergus system, or by otherwise instructing us to proceed, you agree to these Terms & Conditions. These Terms & Conditions will be provided to you before you accept the estimate. The accepted estimate sets out the agreed scope of works, price and payment arrangements.

3. Deposits & payments

All deposits, staged payments and final payment arrangements will be detailed in your estimate. By accepting it, you agree to those payment terms. Payments must be made by the agreed due dates. If payment is overdue, we may pause works after giving reasonable notice, subject to your statutory rights.

4. Changes & additional work

If you request changes, or unexpected work becomes necessary, we will explain the proposed work, price and any impact on the programme before proceeding. The changes agreed will be recorded on a Change of Works Form and approved in writing, including by email. We may take reasonable immediate steps needed to make a situation safe or prevent damage; further chargeable work will be discussed and agreed.

5. Existing installations & hidden issues

During work we may discover issues not visible or reasonably identifiable at the survey, such as damaged pipework, hidden leaks, unsuitable existing installations or structural defects. We will explain the issue and any additional costs before proceeding. We are not responsible for pre-existing defects unrelated to our work but will take reasonable care around existing installations.

6. Customer-supplied products

Where you supply products or materials, please ensure they are suitable, complete, undamaged and available when needed. We are responsible for the standard of our installation work but not manufacturing defects in customer-supplied goods. Any additional work or delay arising from missing or unsuitable items will be discussed and agreed. We cannot be responsible for delays caused by customer-supplied products arriving late, being damaged, incomplete, or incorrectly specified.

7. Access & working arrangements

Please provide reasonable access during agreed working hours, clear personal belongings from work areas and make electricity and running water available where required. We will take reasonable care to protect your property and minimise disruption, although dust, noise and temporary service interruptions may be unavoidable. Additional costs caused by access problems within your control will be discussed and agreed before being charged.

8. Work dates & delays

We will make every reasonable effort to start and complete work within the agreed timeframe. Unforeseen circumstances agreed additional work, supplier delays or events outside our reasonable control may affect the schedule. We will keep you informed and discuss revised dates as soon as reasonably possible. Where project delays arise due to outstanding customer selections, approvals or instructions, completion dates may be adjusted accordingly.

9. Waste removal & site cleanliness

We will make reasonable efforts to keep the working area tidy. Waste removal and disposal are included only where specified in your estimate. At completion, we will remove our tools and equipment and leave the working area reasonably clean and tidy; professional or deep cleaning is not included unless agreed.

10. Completion, sign-off & final payment

On completion, we will carry out necessary checks and testing. We will ask you to review the work and complete a Customer Completion & Sign-Off Form, which can record outstanding items or concerns. Where minor items remain, we will agree to a reasonable timeframe to address them. Final payment is due under the terms of your accepted estimate. Signing the form does not remove your right to report faults later or affect your statutory rights. Payment disputes will be handled fairly.

11. Workmanship guarantee & products

We provide a 12-month workmanship guarantee on all installation work carried out by us from the date of practical completion. It does not cover misuse, accidental damage, ordinary wear and tear, lack of maintenance, preexisting faults or alterations by others. Products may also carry manufacturers' warranties. Where we supply goods, our legal responsibilities remain in place; manufacturers' warranties do not replace your statutory rights.

12. Damage & liability

We will take reasonable care at your property. Where damage is caused by our negligence or workmanship, we will take responsibility for putting it right. We are not responsible for unrelated pre-existing damage or normal wear and tear. Older or fragile items may not always be removable intact; we will take reasonable precautions. Nothing in these terms excludes or limits liability where doing so would be unlawful or affect your statutory consumer rights. Natural materials, tiles, stone, timber, paint finishes and similar products may vary in colour, texture, pattern and appearance from samples, brochures or photographs. Such variations are not defects. We may take photographs of works before, during and after completion for record-keeping, quality control, training and warranty purposes.

13. Ownership of supplied materials

Materials and products supplied by us remain our property until payment for them has been received in full, so far as the law allows. Once installed, items will be treated as part of the property and will not be removed without your agreement or lawful authority. Your statutory rights are unaffected.

14. Project Photography & Marketing

We regularly take photographs and video recordings of our work to document completed projects and demonstrate the quality of our services. Unless you notify us in writing before completion of the works, you agree that photographs and video recordings of the project may be used on our website, social media pages, printed materials, online advertising and other marketing content. We will not intentionally publish customer names, addresses or other personal information without your consent. We will make reasonable efforts to avoid including identifiable images of individuals without their permission. If you do not wish photographs or video recordings of your project to be used for marketing purposes, you must notify us in writing before completion of the works.

15. Cancellations & rescheduling

Please contact us as soon as possible if you need to cancel or rearrange works. Depending on the circumstances and your legal cancellation rights, we may charge reasonable costs actually incurred for work completed, materials ordered and unavoidable expenses. We will explain any proposed charge and will not apply an automatic cancellation penalty. Where the law gives you a 14-day cancellation right (for example, certain contracts agreed at a distance or away from our business premises), we will respect it and provide the required cancellation information. If you ask us to begin work during that period and later cancel, you may need to pay for services already provided, as permitted by law.

16. Customer concerns & complaints

If you have concerns, please contact us promptly so we can investigate and work towards a fair resolution. If a fault is due to our workmanship, we will arrange to rectify it within a reasonable timeframe at no additional charge. Your statutory consumer rights are unaffected.

17. Insurance

We maintain appropriate business insurance for the services we provide. Details of our insurance cover can be provided on request.