



TERMS & CONDITIONS

Please ensure you read these terms before using our services. By using our services, you are agreeing to these terms and conditions.

Definitions

For the purpose of these terms and conditions, wherever the following words appear, they shall have the following meanings:

- “Us/We/Our” shall mean Boiler Bunny Heating Limited and the tradespeople we have authorised to represent us.
- “You” shall mean you, the customer (the person or organisation for whom we agree to carry out works)
- “Tradespeople/representative(s)” shall mean the person(s) we send to you to do the work.

Charges

We charge a minimum of 1 hour on all jobs. Thereafter, we will provide a quoted fixed price to you in writing.

The total charge to you will consist of the following cost(s):

- Labour (the amount of time spent by us carrying out the work which includes fault diagnosis).
- All reasonable time spent in obtaining materials, charged in accordance with our current hourly rates.
- Parts and materials supplied by us which will be charged at the trade purchase price plus 20% markup.
- Any parking payments (such as pay and display).

All charges are subject to VAT at the prevailing rate.

Where we have provided you with a written fixed price quote, the total charge may be revised if:

- After providing the quote, you instruct us (in writing or verbally) to carry out additional work not referred to in the quote.
- After providing the quote, there is an increase in the price of the materials.
- After providing the quote, it is discovered that further work needs to be carried out which were not anticipated when the quote was prepared.

Material Collection:

Collection of items that are not stocked on our vans are chargeable but our charges for this are limited to the following:

- We do not charge more than 30 minutes to collect materials or travel more than 5 miles for material collection, unless you agree (in writing or verbally) to pay us the chargeable rate for the time taken to collect the materials.

Deposits

Upon your agreement for us to carry out a quotation, a deposit payment of 50% of the total is payable immediately. We reserve the right to request full payment in advance at our discretion.

Invoices & Payment

Upon completion of work you will be invoiced, for which payment is due on receipt. If payment is not made within 7 days, Boiler Bunny Heating Limited reserves the right to accrue and charge interest on any part of an invoice which remains unpaid at a rate of 15% over the Bank of England base rate until payment is received by us in full.

You accept sole liability to make payment in full.

If payment is not received within 7 days of the date stated on the invoice we reserve the right to refuse or decline to undertake any further work for you.

Cancellation

Notice of the Right to Cancel

Under the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**, you have a right to cancel this contract during a period of 14 calendar days from the day this notice is sent or given to you. During that period if you choose to cancel the contract any money paid by you will be refunded.

However, if you have already given written approval (by signing the form below) for the work to begin before the end of the cancellation period you will be required to pay for goods purchased or services already provided.

Work commencing prior to the expiry of the Cancellation Period

I/We agree that: Boiler Bunny Heating Limited

may commence work on _____ (date), before my cancellation period has expired.

I understand that if I decide to cancel within fourteen working days, I may be asked to pay for any work that has been done prior to my cancellation.

Signed: _____ Date: _____

If you wish to cancel the contract you must do so:

- Preferably, by telephone. However, you should request written confirmation from us, so that you are not liable to be charged.

Or

- In writing by electronic mail (by using the form below if you want to but you do not have to).

The notice of cancellation is deemed to be served as soon as it is notified by telephone or electronic communication.

Complete, detach and return this form only if you wish to cancel the contract.

Customer Cancellation Notice

Name of customer: _____

Address of customer: _____

I/We hereby give notice that I/We wish to cancel my/our contract dated:

Customer signature: _____

Date: _____

Timekeeping

Where we have agreed a date and/or time for work to be carried by us, we will do our best to ensure that we attend accordingly. However, we accept no liability in respect of arriving late or not at all, or for the late or non-delivery of materials due to any cause beyond our reasonable control.

Satisfaction

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied. To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction. As soon as possible after the completion of works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we rectify any problems as soon as possible.

Our Procedure

Either call us on 0208 659 2207
Or email at enquiries@boilerbunnyheating.com

We aim to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised. Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on 0117 981 2929.

Guarantee

For your peace of mind, we provide a 12 month guarantee on labour carried out by our representative, in respect of faulty workmanship only. This is active from the date of completion of work, in addition to any manufacturer's warranty/warranties.

We only guarantee work directly undertaken by us for which full payment has been made and we will only be liable for rectifying this work.

What is not guaranteed:

If the work or materials provided by us is:

- Subject to misuse or negligence.
- Repaired, modified or tampered with by anyone other than us.

Any work:

- Carried out by us using materials provided by you as we cannot take responsibility for the quality or fitness for purpose of these materials.
- You instruct us to carry out against the advice given (in writing or verbally) by our representative.
- Where we have indicated that further works needed to be carried out but were not undertaken.
- That was overlooked
- On existing systems that are inferior or defected, and/or over 10 years old.
- In respect of blockages in waste or drainage systems.
- Arising from non-related faults.
- That you have been notified by us in writing is not guaranteed such as intermittent faults.

Liability

We will not be held responsible for any ensuing damage or claims resulting from other work overlooked or that had been advised at the time but subsequently not undertaken.

On occasion we may appoint tradespeople that operate under their own individual Gas Safe Registration and, as such, are solely responsible for any gas related work and subsequent liability.

Any liability will be limited to the services to be provided solely by us and we will be reliant upon you for the accuracy of the information that you provide.

Title to Goods

Goods supplied and delivered by us to you, or your premises, shall remain our property until paid for by you in full.

Severance

If any court or competent authority finds that any provision of this agreement (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this agreement shall not be affected.

If any invalid, unenforceable or illegal provision of this agreement would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

The Company

Boiler Bunny Heating Limited is a company incorporated in England and Wales with registered number: 11334277.

Our Registered Office: 28 Ely Place, London, EC1N 6TD.

Our Trading Address: 23 Highclere Street, London, SE26 4EX.

Our Registered VAT No: 294 1668 70.

Our Gas Safe Registration No: 621753