

Terms and Conditions of your West London Gas Ltd Central Heating Installation Quotation and Contract

1. Please read this document carefully as it will tell you everything you need to know about the terms on which we will deal with each other when you have accepted this quotation for West London Gas Ltd to install Central Heating equipment in your home.
2. The quoted price is valid at the time of quotation but may have increased if your order is placed at a later date, and in any event is always subject to installation taking place within 90 days of the date on which the contract is signed.
3. We have quoted the cost of installing Central Heating equipment as discussed with you and set out on the quotation form. Once you have accepted this quotation, we agree to install the Central Heating equipment on the terms set out in this document.
4. We will carry out all the work set out in the quotation at the quoted price and during normal working hours, which are 8.00 a.m. to 5.00 p.m. Monday to Friday. There will be an additional charge for any variations or additions to the work which you request, or which we find to be necessary whilst we are doing the work, and which could not have been identified when we gave the original quotation. In such a situation, we will explain to you the reasons for the additional work and let you know in advance what the cost of this additional work will be.
5. If you want us to work outside normal working hours, it may be necessary for us to make an additional charge, which we will agree with you in advance of the work commencing. We will need access to your property at all times whilst we are doing the work.
6. The time estimate provided for doing the work is our best estimate, and we will make every reasonable effort to complete the work on time. However, we cannot be held responsible for delays due to weather or other circumstances beyond our control. In such situations, we will agree an alternative date with you.
7. The quoted price does not include the cost of removing any dangerous waste material, such as asbestos, which we become aware of only when the work has commenced. Such work will be at an extra cost, the amount of which we will agree with you in advance.
8. If you are a tenant, you may need your landlord's permission to carry out the work detailed in this quotation. West London Gas Ltd will assume that you have obtained such permission. We shall not have any liability for any loss or damage arising from failure to obtain such permission.
9. It is your responsibility to ensure before we start the work, that there is an adequate gas supply to your home. If necessary, we can put you in touch with Transco, to arrange this. If no adequate gas supply exists after 90 days from the date of this contract, we have the right, should we wish, to cancel the contract at no cost to us.
10. We may require you to take up all or some carpets and floor coverings, including tongue and grooved, parquet, hardwood, rubber or tiled floors, before we start the work, and we will give you as much notice as possible if we need you to do so. In such a case, it will be your responsibility to replace the flooring when the work is completed. You may decide to call a specialist contractor to do this work for you.
11. We will take all reasonable care to carry out the work without causing damage to your home, and will make good plaster work where necessary, but you accept that the installation (including removing or destroying existing fixtures and fittings) may cause damage to decorations and fittings. It is anticipated that certain areas may need redecoration following completion of the installation. This will be your responsibility and is not included in the price.
12. Where we need to connect new equipment to your central heating system we will not accept liability for the cost of repairing or replacing parts of your existing system which subsequently develops faults. Nor will we accept liability where your central heating system does not function properly because your water supply becomes inadequate or the water pressure is variable unless we have been negligent in our specification or the way we carried out the work.
13. We will not accept liability if we cannot fulfil our side of the contract for reasons which are beyond our control, such as fire, accidents, war, adverse weather conditions, industrial disputes, strikes and lock outs which we are not directly involved in. We will only be liable for losses that are foreseeable.
14. To carry out the work as quickly as possible, we may need to use sub-contractors. All sub-contractors are approved by the Company and are fully qualified and **GAS SAFE** registered. All sub-contractors carry identity cards.
15. The deposit shown overleaf must be paid when you place your order. You must pay the balance of the contract price when we have finished the work, to your reasonable satisfaction. Should the balance due on the contract remain outstanding following the agreed settlement date, West London Gas Ltd shall have the right to:
 - a) Charge interest on any sum outstanding.
 - b) Stop work forthwith and in its opinion to treat the contract as having been repudiated by the Customer, and to charge the Customer for the work done at the time.
 - c) Title to the Goods supplied under the contract and such title shall remain vested in West London Gas Ltd and shall not pass to the Customer until the balance of the contract has been paid in full and received by West London Gas Ltd. Irrespective of whether title to the goods supplied under contract remains vested in West London Gas Ltd, risk in the Goods shall pass to the Customer.
16. In connection with this agreement, we may carry out a credit check with one or more licensed credit reference agencies and they will retain a copy of the check search. Payment details of your account will be recorded with a credit reference agency and may be shared with other organisations to help make credit decisions about you and members of your household and for occasional debt collecting and fraud prevention. This includes those who have moved house and who are in default.
17. These terms and conditions together with the information overleaf are intended by us to set out the whole agreement between you and West London Gas Ltd.

18. Notice of Cancellation Rights – we will permit you to cancel this contract by sending WRITTEN notice to West London Gas Limited, Boundary House, Boston Road, Hanwell, W7 2QE, to be sent by RECORDED DELIVERY or REGISTERED POST, no later than **14 days** after the date on which the Contract has been signed. If you request cancellation at a later date, then unless we are in breach of contract, we have the right to refuse to accept such a request. However, if we allow you to cancel after the **14 day "cooling off" period**, West London Gas Ltd will retain all or part of your deposit as a contribution towards any losses or costs we suffer as a result of the cancellation.

Use of Personal Information

Information you provide or we hold (whether or not under this contract) may be used by us, our employees and / or agents to: a) identify you when you make telephone enquiries; b) help administer any accounts, services and products offered by our company now or in the future; c) help us to detect fraud or loss; and d) write to, or telephone you with information about other services and products offered by us and our carefully selected partners. We will not contact you in this way if you have previously told us not to do so.

West London Gas Engineers are employed to undertake and repair work to ensure the safe and efficient operation of domestic appliances. They have a duty of care to give good advice which could involve the recommendation to purchase additional products or services from West London Gas Limited in the interest of safety, efficiency or economy. The engineers are paid an annual salary but can also earn an extra payment linked to a number of factors including additional products/services purchased by customers.

Notice of Cancellation

If you wish to cancel your contract for installation of Central Heating, please complete and sign this form and return it by RECORDED DELIVERY or REGISTERED POST, within **14 days** of the date on which the Contract was signed, to West London Gas Limited, Boundary House, Boston Road, Hanwell, W7 2QE. Complete, detach and return this form **ONLY IF YOU WISH TO CANCEL YOUR CENTRAL HEATING INSTALLATION CONTACT.**

Customer's Full Name _____

Full Postal Address _____

Postcode _____ Tel No: (include. STD Code) _____

Signature _____ Date _____

West London Gas Limited
19/11/2020