

Terms and Conditions of Sale

Entire Agreement:

These terms of business, your Confirmation of Instruction, and any other contractual terms provided to you, together form the Entire Agreement between you and Richard Groves Plumbing & Heating Limited. The Parties to the Agreement are “You” the “Customer” and “Richard Groves Plumbing & Heating Limited”, the “Company”, “We” “Us” and “Our” and You confirm that You have the right and the Authority to place the order with Us and agree to the full Terms and Conditions, which make up the Entire Agreement and Contract.

1. The Customer confirms that they have entered this Agreement / Contract of their own free will and without any coercion or promises and confirm that the full works of the Contract are shown in the Quotation /Contract signed at the time of placing the order.
2. The Customer confirms and understands that they are purchasing “bespoke plumbing services”, whether by way of Digital Online orders, Face-to-Face orders or by Telephone and it is the Customers responsibility to ensure they are happy with the work and the price quoted.
3. The Customer confirms and understands that all Contracts are considered to be of a bespoke nature and therefore any Business to Consumer orders do not have the benefit of the 14 day Consumer Cancellation Period and any Contracted work subsequently cancelled the Customer agrees to make full settlement of the Contract, whether the Products, Goods and or Services have been delivered or not.
4. The Customer confirms that he/she will make Full payment for the Products, Goods or Services supplied by the Company either in advance when placing the order, in line with any stage payment that maybe agreed or upon completion of the Contracted work.
5. All Contracted orders will require a minimum 25% deposit placed when booking Richard Groves Plumbing & Heating Services and payments can be made by credit or debit card. The Customer understands and agrees that the Contracted order will not be processed until the deposit payment has been made.
6. The Company may offer the Customer a Credit Facility which could include stage payments and will be determined by the Directors of the Company subject to the Customer providing full personal details so as to enable the Company to undertake whatever checks they deem necessary to satisfy their decision to offer a Credit Facility. A Credit Application Form can be requested from the office.
7. The Customer confirms and understands that any Credit Facility offered by the Company to the Customer is on the understanding that the Customer personally indemnifies the Company for the Credit offered to the Customer and any or all of the Directors of Limited Companies agree personally to settle any outstanding Credit balances on such accounts.
8. The Customer agrees to provide all reasonable proof of identity to enable the Company to fulfil the Customer Contracted order and deliver the Services to the UK address provided.
9. The Customer confirms they have not entered into this Agreement in reliance upon, and will have no remedy in respect of, any misrepresentation, representation or statement whether made by the company, its agent or third party or any other person, made to the Customer or any other person however so connected which is not expressly set out in this agreement.
10. The Customer agrees to indemnify the Company against any Breach of Contract or non-payment of services howsoever caused and the Customer agrees to make full payment of the Companies Invoices upon request.
11. **Governing Law:** This Agreement will be governed by English law and any disputes will be dealt with by the courts of England and Wales. This is the law that applies to your Agreement and English is the language that we shall communicate with you in relation to your Agreement with us.