

# **Terms & Conditions**

## **CLIENT NAME & ADDRESS:**



1. The client agrees to Hammond Construction (Oxford) Ltd (HC) **Quote No:** and instruct HC to commence work. Start-up date the client agrees to pay: -

2. The client agrees to pay:	£	Deposit
	£	Start up Payment
	£	staged payment due
**See payment schedule	£	staged payment due
	£ _____	Total amount due on completion/handover
	£ _____	Total including VAT

### **If contract finishes before the end of the staged payments, all monies are due on completion/handover.**

*\*\* Please ensure that your payments are cleared by the date requested for staged payments*

*\*\*All other extras/customer refinements (if any) can be discussed and confirmed, and there may be an additional charge for any extras requested that are not listed on our quotation.*

*All extras/refinements will be invoiced separately when the extra/refinement has been completed and due for payment on receipt of invoice.*

3. HC have the right to charge interest on late payment of invoice (at 3% above Bank of England base rate per week on outstanding amount). Payment Terms 7 days from date of final invoice (i.e. completion/handover).

4. If there are discrepancies at the end of the contract HC will correct if deemed liable. It is the clients' responsibility to settle any outstanding monies in full and all materials supplied remains the property of HC until the bill has been settled.

5. If a client cancels within one week of the start date of a contract HC have the right to charge a cancellation fee of 15% of the total bill. Any materials delivered or purchased for the contract will have 30% restocking charge as standard and will remain the property of HC. This does not affect any rights that a consumer may have to cancel under the Consumer Contracts Regulations 2013.

6. HC cannot be held responsible for any damage caused by HC employees moving furniture/items that are obstructing our works, unless caused by our negligence.

7. It is the responsibility of the client to supply HC with parking permits/parking and any charges for access and non-chargeable area for rubbish/skips deliveries.

8. Access needs to be available at times agreed, with the client, on days of construction. Any problems with access will be charged to the client. Standard Monday-Friday 7.30am – 4.00 pm. Longer hours will be deemed acceptable due to circumstances advised at the time. Access at weekends are negotiable with the client on request.

T: 01494 483924

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W: www.hammond-construction.co.uk

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Registered in England & Wales. Hammond Construction is a trading name of Hammond Construction (Oxford) Limited

Company Registration No. 6426524 VAT Reg No. 922 0694 37



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9.
  - A. We provide a 1 Years Manufacture's guarantee (2 years Howdens products) on purchases
  - B. 3-month guarantee on labour from completion of work.
  - C. 20-year materials warranty on GRP / rubber bond waterproofing system for roofs.
  - D. 10-year insurance backed guarantee for Window and door installations.
  - E. 10-year manufacturers guarantee for Window & Doors
  - F. All replacement Windows & Doors registered with Fensa Ltd, All New builds by building control
  - G. HC comply with the Health & Safety Executive new Construction, Design & Management Regulations. Construction phase safety plan will be provided to the homeowner.

\* Guarantees and warranties are not insurance backed except for 10-year insurance backed guarantee for replacement windows/doors, we can quote for insurance backed guarantees upon request.
10. For all orders including Window and Door orders we apply a 14-day cooling off period from date of order (signing T&Cs). Deposits will be fully refundable within these 14 days, thereafter we have the right to recover all reasonable costs.
11. Payment is accepted by bank transfer: Hammond Construction. Account No. 00470809 Sort Code.309428, receipt will be forwarded on all payments.
12. All permissions needed are the responsibility of the homeowner.
13. Certification  
All certification where applicable will be collaborated during and at the end of the contract and forwarded to the client upon full payment of their account.
14. Local Authority Building Control  
Local council building control and certification are not covered by HC. All outstanding invoices will be due upon completion of the final inspection by the local authority Building Control (not at receipt of final certificate). Certificates can take up to 6 weeks and they will be forwarded directly to the client.
15. Where a client instructs local authorities for inspections if the local authority holds up works, waiting time may be applied where applicable.
16. Acts of God  
HC cannot be held responsible for unforeseen weather systems which may delay works, HC will endeavour to catch up works due to the above and adjust payment schedule where needed.

17. Protection Regulation

We collected data – your name, address, telephone number, email address and we confirm the data collected is solely for Hammond Construction use, we never share your information with a third party. From time to time we may want to contact you about our services or use photos of completed works in advertising on our website, or other advertising avenues. If you do not give your permission, please email.

18. Complaints Policy

Hammond Construction is committed to providing the highest quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards of service.

If you have a complaint of any kind, please contact us with the details ideally in writing.

Complaints Process

We always endeavour to provide the best service 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 the 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 can rectify any problems as soon as possible. Either call, write or email us.

We aim to respond within 7 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 456 6032.

19. ADR Statement

Hammond Construction adheres to the FMB Dispute Resolution Procedure if the matter does not get resolved internally, these details can be found in detail on their website [FMB.org.uk](http://FMB.org.uk)

**Dispute Resolution Department**

Tel: [0113 201 4263](tel:01132014263)

Email: [disputes@fmb.org.uk](mailto:disputes@fmb.org.uk)

Please check the Quotation carefully and sign below for your agreement to the above and your instruction for Hammond Construction to commence works. Thank You.

\_\_\_\_\_  
Signed the Client

*J. Hammond*

on behalf of Hammond Construction (Oxford) Ltd

Date:

Date:

*Please sign and return one copy. Thank You.*