



## Terms & Conditions

In these terms and conditions "the customer" shall be the person/company responsible for instructing the works and "the contractor" shall be TVM Oxford.

- An estimate is not a fixed price quotation and may be subject to variations if unexpected circumstances arise. It is open for a three-month period after which time it will be subject to review.
- The value of any variation to the work included in the estimate will wherever practical be agreed with the customer before the variation is carried out. The value of all variations shall be added or deducted from the price of the estimate upon submission of our final account.
- A fixed price quotation may be subject to variations but these must be, first agreed by the customer in writing.
- Full payment on completion of the works is normally required by debit/credit card unless other prior arrangements have been made. Please note that all goods supplied remain the property of TVM Oxford Limited until they are paid for in full. Where the contract value exceeds £1000, initial and interim payments by the customer may be required.
- Payment will be due from the customer where works are carried out as part of an insurance claim, unless directly instructed in writing by the insurance company, the customer will be invoiced and be liable for payment.
- The property must be fully available to the contractor during normal working hours (8.00am - 5.00pm Monday to Friday inclusive). Unless otherwise specified, no allowance has been made for undertaking work outside of these times.
- Water and electrical services shall be supplied free of charge to the contractor.
- An estimate does not allow for the removal of soft furnishings, furniture, carpets etc. to gain access to carry out the works.

- An estimate does not include the removal, movement, or repair of unseen services and obstructions etc that may be required during the course of the work or any necessary additional work that could not reasonably have been foreseen prior to the commencement of the work.
- Unless otherwise agreed, an estimate does not include any redecoration to areas disturbed during the course of works.
- Irrespective of any insurances taken out by the contractor, clients must advise their insurers that building works are being carried out on their property and satisfy themselves that they are adequately covered against loss or damage by fire or other risks arising out of and during the progress of the works.
- Unless otherwise specifically agreed the contractor is not liable for loss or damage by fire to the works, materials on site or any property of the customer.
- Defects which appear within one year of the completion of any works, if proved to arise from poor workmanship or defective materials, will be made good at the expense of the contractor. Any manufacturer's guarantee of materials will be honoured by the contractor for the specified period of that guarantee.
- Any dispute arising out of the execution of the work is to be resolved by the application of either party to a person nominated by the Institute of Arbitrators, whose decision shall be final and binding on all parties.
- Thames Valley Maintenance is opposed to any form of discrimination and we are committed to ensuring that our policies, practices and procedures provide equal opportunities in the services we provide to our customers and our employment policy.
- All prices quoted are exclusive of the current rate of VAT unless stated otherwise.

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