



Terms and Conditions for Boiler Installations

(Leodis Plumbing & Heating Ltd, trading as The Good Heating Co.)

1. Quotations and Orders

- 1.1. All quotations are valid for 30 days unless otherwise stated.
- 1.2. Acceptance of a quotation constitutes an order for works in accordance with these Terms.
- 1.3. We reserve the right to withdraw or amend quotations if costs change significantly (e.g., supplier price increases).

2. Payment

- 2.1. A deposit may be required before works commence, as specified in the quotation.
- 2.2. The balance must be paid on completion of installation unless otherwise agreed in writing.
- 2.3. Payments are accepted by bank transfer, debit/credit card, or other approved methods.
- 2.4. We reserve the right to charge interest on overdue payments at 4% above the Bank of England base rate.

3. Installation Works

- 3.1. Installation dates will be agreed in advance, but may be subject to change due to unforeseen circumstances (e.g., parts availability, emergencies).
- 3.2. You must ensure we have safe and reasonable access to the property, including clear working areas.
- 3.3. We will carry out works with reasonable care and skill, in line with industry standards and manufacturer requirements.
- 3.4. Any additional work required (e.g., upgrading pipework, flues, or electrics) that was not reasonably foreseeable at the time of quotation will be chargeable and discussed with you before proceeding.

4. Materials and Equipment

- 4.1. All materials supplied remain our property until full payment is received.
- 4.2. Any old appliances or materials removed will be disposed of by us unless you request otherwise.



5. Warranties

- 5.1. New boilers are supplied with a manufacturer's warranty (length varies by model).
- 5.2. Warranty validity is subject to the boiler being registered with the manufacturer and serviced annually by a Gas Safe registered engineer.
- 5.3. Our workmanship is guaranteed for 12 months from installation.

6. Limitations of Liability

- 6.1. We are not responsible for:
 - Pre-existing faults or defects in your heating system.
 - Damage caused by misuse, neglect, or failure to follow operating instructions.
 - Loss or damage arising from delays outside our reasonable control.
- 6.2. Our total liability is limited to the value of the contract.

7. Customer Responsibilities

- 7.1. You must provide access to gas, water, and electricity supplies as needed.
- 7.2. You are responsible for ensuring your property is adequately insured during works.
- 7.3. You must inform us of any relevant health and safety risks (e.g., asbestos).

8. Cancellation

- 8.1. You have the right to cancel within 14 days of accepting the quotation if the order was placed remotely (e.g., online or by phone).
- 8.2. If you request installation to begin within the 14-day period, you may be charged for work and materials already supplied if you later cancel.
- 8.3. Outside of the statutory cancellation period, cancellations may be subject to charges for costs incurred.

9. Governing Law

- 9.1. These Terms are governed by the laws of England and Wales.
- 9.2. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.