



STANDARD TERMS & CONDITIONS OF BUSINESS

Who are we?

We are **P C Kelly Plumbing & Heating Limited** and can be contacted on the below contact details:

- Email: headoffice@pckelly.co.uk
- Telephone: 01709 837722
- Address: Unit 6 Brookside Court, Scrooby Lane, Parkgate, Rotherham, S62 6NX
- Company Registration Number: 02465067

What is the structure of our contract and key definitions?

- "*The Company*" refers to **P C Kelly Plumbing & Heating Limited**.
- "*The Customer*" refers to any domestic consumer or commercial client instructing the Company to carry out works.
- "*The Works*" includes any installation, emergency repair, diagnostic servicing, bathroom refurbishment, heating upgrade, or air conditioning engineering provided by the Company.
- Any contract initiated verbally, via electronic confirmation (email/WhatsApp), or signed tender documentation constitutes a legally binding agreement under these terms.

How long are our quotations and estimates valid for?

- All written quotations are strictly valid for 14 days from the date of issue. If acceptance is delayed beyond 14 days, costs may fluctuate based on supply chains, manufacturer equipment alterations, or wholesale market materials costs.
- Quotations specify fixed-price deliverables based on a visible site assessment. If unmapped structural faults, hidden hazardous materials (e.g., asbestos), decayed structural substrate timber, or terminal existing systemic pipework failure are encountered upon disassembly, the Company reserves the right to issue a revised estimate before continuing.

What are our payment terms, financial milestones, and consumer credit rules?

- **Domestic Maintenance & Routine Works:** Invoices are generated immediately upon the physical completion of works. Payment is due immediately via bank transfer, credit/debit card processing, or cash.
- **Major Installation Packages & Bathroom Refurbishments:** A structural deposit milestone layout is required prior to project scheduling.
- **Regulated Consumer Credit & Finance:** Where works are funded via consumer credit or finance packages arranged through our partner, Novuna Personal Finance, payments and terms are strictly governed by the underlying regulated credit agreement and Financial Conduct Authority (FCA) guidelines.
- **Commercial Infrastructure Contracts:** Standard commercial accounts must clear balanced statements strictly within agreed ledger limits from the date of invoice submission, unless alternative structural valuation milestones are contractually signed off prior to tender execution.
- **Overdue Balances:** The Company reserves the statutory right to enforce interest calculations or claim collection recovery fees on any payments breaching set transaction due dates.

What are the exclusions regarding existing system connections and redecoration?

- **Structural System Integrity:** New components (including boilers, unvented cylinders, or air conditioning splits) must link directly to the Customer's existing architectural core plumbing system, circuitry, and gas networks. The Company accepts zero liability for sudden underlying failures on the customer's existing infrastructure triggered by system pressure modification or chemical system cleaning.
- **Making Good & Re-decoration:** While maximum care is applied by our directly employed personnel, the removal and replacement of heavy floorboards, tiling, partitions, and pipework channels may alter immediate aesthetic surfaces. Structural rendering, plaster skimming, and aesthetic finish painting are explicitly excluded from written quotations unless distinctly priced.

What are our policies on site access, scheduling, and operational cancellations?

- The Customer must provide our engineers unhindered physical access to the property along with secure utility isolation keys at the designated service booking time window.
- **Cancellation Notice:** Routine domestic bookings require a strict 24-hour notice window for cancellations or adjustments. Cancellations breaching this window, or site visits that fail due to zero customer attendance, will trigger standard baseline technical dispatch processing call-out costs.

What are the exact limits of our comprehensive warranties and guarantees?

- **Our Workmanship Guarantee:** The Company provides a comprehensive 12-month localised workmanship guarantee on our custom installation and structural physical assembly labour.
- **Manufacturer Warranties:** Major system installations carry distinct, elite mechanical structural warranties backed directly by the hardware manufacturers (such as Worcester Bosch, Ideal, or dedicated AC system brands). To maintain these valid mechanical warranty conditions, appliances must be professionally serviced by a certified engineer every 12 months.

- **Explicit Workmanship Exclusions:** The Company issues zero operational labour guarantees on third-party hardware supplied directly by the Customer, localised structural blockages inside existing contaminated wastewater networks, or works executed explicitly against the recorded verbal/written caution of our lead on-site engineers.

Who owns the materials before final payment, and how do we protect consumers?

- **Retention of Title:** All machinery, brassware, structural copper piping, air conditioning hardware, radiator groups, and component controls remain the explicit structural legal property of **P C Kelly Plumbing & Heating Limited** until clear, non-reversible payment is received in full. The Company reserves explicit legal right-of-entry permissions to recover unpaid material assets if transactional accounts breach terminal terms.

- **Vulnerable Customer Care:** In accordance with our Financial Conduct Authority (FCA) commitments and Treating Customers Fairly (TCF) core guidelines, the Company operates robust assessments prior to contract formation to ensure all consumers fully comprehend the implications, key features, and financial obligations of their commitment before work begins.

What is the legal framework, and how can you lodge a complaint?

- **Statutory Rights:** Nothing contained within these commercial operational terms and conditions alters, undermines, or compromises the customer's protected statutory privileges under the UK Consumer Rights laws.

- **Complaints & Disagreement Escalation:** Any service delivery complaints or disagreements will be processed strictly via the Company's formal Complaints Procedure. Where disputes fall under regulated consumer finance options, consumers maintain the right to escalate unresolved grievances directly to the [Financial Ombudsman Service](#) after the standard investigative window.

- **Governing Law:** These business conditions are constructed, governed, and legally enforced exclusively in accordance with the Laws of England and Wales, subject to local court jurisdiction.