

FOREST COOLING LIMITED

Short Terms and Conditions

For air conditioning installation, servicing, maintenance, repair and related works

Our commitment: Forest Cooling will carry out the agreed works with reasonable care and skill, communicate clearly, respect your property and aim to provide a high-quality installation or service. These terms are intended to be simple, fair and practical, so everyone understands what is included, how payment works and how we will deal with anything unexpected.

1. Agreement and scope

These terms apply to quotations, installations, servicing, maintenance, repairs, call-outs and related work carried out by Forest Cooling. The agreed work and equipment will be set out in your accepted quotation or written agreement. If anything additional is needed, we will explain it clearly and agree any extra cost wherever reasonably possible before proceeding.

2. Price, deposit and payment

Unless agreed otherwise in writing, a 50% deposit is required before equipment is ordered and the installation is confirmed. The remaining balance is due on practical completion, meaning the system is substantially complete and ready for use, even if minor snagging, paperwork, certification, warranty registration or an agreed return visit is still outstanding.

3. Payment terms

We kindly ask that payments are made in full by the agreed due date. Where the agreed works have been substantially completed, minor snagging, delayed paperwork, supplier issues, access matters or matters involving third parties will not normally delay the final payment, provided Forest Cooling is actively working with you to resolve any valid concern. Nothing in these terms affects any legal right that cannot be excluded.

4. If payment is overdue

If a payment becomes overdue, we will first contact you and try to resolve the matter promptly. Until the account is brought up to date, Forest Cooling may need to pause further work, rearrange appointments or delay commissioning, handover documents, certification and warranty registration. Where permitted, reasonable recovery costs may be added, and business customers may also be charged statutory interest and compensation.

5. Ownership of equipment

Equipment and materials supplied by Forest Cooling remain our property until the account has been paid in full, although responsibility for keeping them safe passes to the customer once they are delivered or installed. If payment remains outstanding, Forest Cooling may take reasonable and lawful steps to recover the amount due and, where appropriate, any unpaid equipment.

6. Customer responsibilities

To help the work run safely and smoothly, please provide suitable access, parking where reasonably required, power, water where needed, a clear working area and accurate information about the property. Please tell us about any known asbestos, hidden services, leaks, structural concerns, pests, unsafe areas, electrical or drainage issues, or access restrictions. Any landlord, freeholder, neighbour, planning, building control or managing-agent permissions remain the customer's responsibility unless agreed otherwise.

7. Additional works and changes

Sometimes additional work becomes necessary because of customer changes, hidden defects, unsuitable access, electrical

or drainage requirements, specialist access, making good, decoration or third-party requirements. Where this is outside the accepted quotation, we will explain the reason and agree any additional cost wherever reasonably possible before proceeding.

8. Delays outside our control

Forest Cooling will make every reasonable effort to attend and complete the work on the agreed dates. Occasionally, weather, illness, supplier or manufacturer delays, stock shortages, traffic, vehicle issues, emergencies, unsafe access, electrical problems, third parties, permissions or pest issues may affect the programme. We will keep you informed and rearrange the work as soon as reasonably possible. Delays genuinely outside our control will not normally result in a discount or compensation.

9. Existing systems, electrics, Wi-Fi and drainage

Forest Cooling is responsible for the equipment we supply and the workmanship we carry out. Existing equipment, pipework, wiring, controls, drains, pumps, electrical supplies, Wi-Fi, apps and other third-party systems are not included unless stated in writing. If an issue with an existing or third-party system affects the work, we will explain it clearly and recommend a practical solution. Any additional remedial work may be chargeable where it was not included in the quotation.

10. Care of property and limitations

Forest Cooling will take reasonable care of your property while carrying out the work. Please remove or protect valuables, fragile items, furniture and electronics from the working area. Some hidden or pre-existing issues, such as concealed pipes or cables, weak plaster, defective roofs, rotten timber, cracks, pests or previous poor workmanship, may only become apparent once work begins. We will explain any issue found and work with you on the best solution, but Forest Cooling cannot accept responsibility for damage or delay caused by such conditions unless it results from our negligence.

11. Performance and normal operation

Forest Cooling will always carry out its work with reasonable care and skill, designing and installing your system to achieve the best possible performance based on the agreed specification and the property's conditions at the time of installation. If any issues arise, we will work with you to identify the cause and, where the issue falls within our responsibility, we will put things right as quickly as reasonably possible. If the cause is outside our control such as the building's construction, insulation, electrical supply, room usage, manufacturer operating limits or changes made by others - we will explain the situation clearly and, wherever possible, recommend a practical solution. Our aim is to ensure you get the very best performance from your system and an excellent experience from Forest Cooling.

12. Warranty, defects and servicing

Manufacturer warranties are subject to the manufacturer's conditions, registration requirements and any required servicing. Forest Cooling stands behind the workmanship we carry out and asks customers to tell us promptly if a concern arises, so we have a reasonable opportunity to inspect and put right any valid issue. Warranty cover does not extend to misuse, missed maintenance, blocked filters or drains, power, Wi-Fi or app issues, customer-supplied equipment, third-party work or existing systems.

13. Cancellation

We understand that plans can change. If you need to cancel after accepting a quotation, please tell us as soon as possible. Forest Cooling may charge only for reasonable costs already incurred, such as ordered or bespoke equipment, supplier charges, allocated labour, surveys, delivery, storage, administration or work already completed. Consumer customers may have statutory cancellation rights for certain distance or off-premises contracts, and nothing in these terms removes any right that cannot legally be excluded.

14. Liability and business losses

Nothing in these terms limits liability for death or personal injury caused by negligence, fraud or any liability that cannot legally be limited. Forest Cooling will take responsibility where the law requires us to do so. However, we cannot accept responsibility for indirect or business losses, such as lost profit, revenue, contracts, stock, production or business interruption. Business customers should maintain suitable insurance for their premises, contents, stock and continuity risks.

15. Photos, records and designs

Forest Cooling may take and keep photographs or records of the work for quality, warranty, insurance, compliance and training purposes. We may use non-sensitive installation photographs for marketing, but customers are welcome to ask us not to. Our quotations, designs, specifications, calculations and recommendations remain Forest Cooling's intellectual property and should not be copied or shared with competitors without written consent.

16. General

These terms, together with the accepted quotation and any written agreement, form the contract between Forest Cooling and the customer. If any part cannot be enforced, the remaining terms will continue to apply. The contract is governed by the laws of England and Wales, and nothing in it affects the customer's statutory rights.

Acceptance: By accepting a quotation, paying a deposit, signing an agreement or asking Forest Cooling to proceed, the customer confirms acceptance of these terms. Customer name/signature: _____ Date: _____

Quick customer checklist

To help everything run smoothly, please check the following before the agreed visit:

- Access, parking and keys are arranged.
- The working area is clear and safe.
- Any known property issues have been shared with us.
- Required permissions have been obtained.
- Power supply and Wi-Fi details are available where needed.
- Deposit and final payment arrangements are understood.

Plain English summary: Forest Cooling will carry out the agreed work professionally, communicate openly and deal fairly with any valid concern. In return, we ask customers to pay on time, provide safe access and understand that some issues involving existing systems, hidden site conditions, third parties or events outside our control may require extra time or cost.