

TERMS AND CONDITIONS OF BUSINESS

Effective Date: 2/5/25
Review Date: TBA

1. Introduction

1.1 These Terms and Conditions govern the agreement between **1st Call Roofing Services Limited** (referred to as “we”, “us”, or “the Company”) and the customer (“you” or “the Client”) for the provision of roofing services.

1.2 By agreeing to our quotation and instructing us to proceed with the work, you accept these Terms and Conditions.

2. Quotations & Pricing

2.1 All quotations are valid for **30 days** from the date issued.

2.2 The quotation includes all materials, labour, and applicable VAT unless otherwise stated.

2.3 Any additional work not specified in the quotation will be subject to a separate charge and agreement before commencement.

2.4 Prices may be adjusted due to unforeseen circumstances such as **hidden structural damage** or **additional materials required**, but these will be communicated to you before proceeding.

3. Booking & Payment Terms

- 3.1 A **deposit of [e.g., 25%]** may be required before work commences, with the remaining balance due **on completion of work** unless otherwise agreed.
- 3.2 Payment is accepted via **[bank transfer or debit/credit card]**.
- 3.3 Late payments beyond **7 days** from the invoice date may incur interest charges at **[e.g., 4% per annum above the Bank of England base rate]**.
- 3.4 We reserve the right to stop work or withhold completion certificates if payments are outstanding.
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4. Cooling-Off Period & Cancellations

- 4.1 Under the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**, you have the right to cancel within **14 days** from the date of signing the contract if the agreement was made **away from business premises or online/over the phone**.
- 4.2 If you wish to cancel within this period, you must notify us in writing via **email or post**.
- 4.3 If you request us to start work before the 14-day period ends, you may be liable for **reasonable costs** for work carried out up to the cancellation date.
- 4.4 Cancellations outside of the 14-day period may incur **administrative or material handling fees**.
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5. Workmanship & Warranty

- 5.1 We guarantee our workmanship for **[10 years]** from the completion date – subject to the type of installation/ exact details will be discussed and confirmed in writing prior to work starting.
- 5.2 Manufacturer warranties apply to roofing materials, subject to their terms and conditions.
- 5.3 The warranty does not cover **damage caused by weather events, third-party interference, or lack of maintenance**.
- 5.4 We are not liable for issues arising from **pre-existing structural defects** that were unknown at the time of the agreement.
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6. Health & Safety & Site Conditions

- 6.1 The customer must provide **safe access** to the site for workers and materials.
- 6.2 We follow all **Health & Safety regulations**, including **working at height protocols**.
- 6.3 We reserve the right to delay work due to **severe weather conditions or unforeseen hazards**.
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7. Liability & Insurance

7.1 We hold **Public Liability Insurance** of up to [**£10 million**].

7.2 We are not liable for indirect losses, including loss of earnings or inconvenience, caused by project delays.

7.3 The Client must notify us of any **known structural issues, asbestos risks, or planning restrictions** before work begins.

8. Waste Removal & Property Care

8.1 All waste materials will be cleared unless otherwise agreed – this will be managed by a licensed waste company should this form part of the quotation we will supply.

Scaffolding may remain in place for up to [**X days**]after job completion.

8.2 We will take reasonable care to protect your property, but we are not responsible for **minor incidental damage** such as broken tiles due to necessary access.

9. Complaints Procedure

9.1 If you are dissatisfied with our work, please notify us in writing within [**7 days**] of completion.

9.2 We will investigate and aim to resolve the issue in line with our complaints procedure, a copy of which has been forwarded by email.

9.3 If a resolution is not reached, you may seek mediation through **CORC/independent advice**.

10. Governing Law

10.1 These Terms are governed by **the laws of England and Wales**.

10.2 Any disputes shall be subject to the jurisdiction of the **English courts**.

Acknowledgment & Acceptance

By accepting our services, you agree to these Terms & Conditions.

Mr L Huckle Director 1st Call Roofing Services Limited

38 Ravensmead Road, Bromley, BR2 0BT

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