



GTD INSTALLATIONS LTD

Tel: 01462 431910

Email: office@gtdinstallations.ltd.uk

Web: logburnerinstallation.uk

Blog: www.facebook.com/woodburnerinstall



GTD Installations Ltd Terms & Conditions

GTD Installations Ltd are HETAS registered company specialising in woodburning / multifuel stove installation and maintenance.

Please read this document carefully. If you do not agree to these Terms and Conditions, then please do not book an appointment with us.

By accepting our estimate, you are automatically agreeing to these Terms and Conditions

- **Fixing a date** : A deposit must be received at least 4 weeks before the start date. Until the deposit is received the date reserved may be given to another customer. If the installation is cancelled after the deposit is paid, the deposit will not be refunded. The last quotation provided to the customer before the deposit is paid, will be the works agreed to. Please check your quotation carefully. The deposit amount asked for may be up to 33% of the overall total or the cost of the stove required, whichever is greater. At busy times of the year, we may ask for an earlier deposit of £100 to secure the date(s).
- **Surveys and Quotes** : We aim to provide a clear estimate of the works needed after one free site survey. Further site surveys will be chargeable. Free surveys are only available on days that we are in your area already. If you cannot wait for the date we suggest, the visit will be chargeable. Depending on your location a survey may be charged for.
- **Discounts** : Discounts may be offered on the quotation. The discount varies from season to season depending on our work load. In order to be eligible for the discount offered, you must a) book the start of the work into a date in our diary before the end of the month shown on the quotation. b) agree by email or letter to the quote that you wish to go ahead with. c) pay the deposit required at least four weeks before the start of the work.
- **Certification** : We will clean all flues required to industry standard and install flue liner and stoves to HETAS standards and building regulations and will send a HETAS certificate after completion. You will not need to apply for separate planning permission. Certification can only be provided for installations that we complete ourselves. Please do not ask us to certify work that you have done yourself or through a building company.
- **Permissions** : It is the customers responsibility to check that all permissions needed for the works to go ahead is applied for and granted. This is especially true



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for customers in Smoke Exempt Areas and for Listed Buildings.

- **Gas installations :** We are not Gas Safe Engineers and can only install gas wood burners by utilising a separate GAS SAFE engineer. We will quote for our part of the installation, but you will need to organise the gas engineer with which we will liaise.
- **Works to be undertaken:** Where possible we will complete the work in the time allotted in a tidy and professional manner. However adverse weather conditions may prolong an installation.
- **Insurance :** We are fully insured for damage to you or your property up to £2,000,000 at all times. We expect you to respect our safety and not to touch or move any of our equipment.
- **Changes to the Schedule :** Work that is delayed or postponed may have to wait until our next available day. This may be a weekend and could potentially delay completion by weeks rather than days. Work may be delayed if;
 - additional work to the original estimate is needed due to unforeseen issues. This work will be discussed with the customer (or person on site) to gain permission to proceed.
 - weather conditions are not safe. Acceptable work parameters are temperature above 3 degrees Celsius and under 30 degrees; Wind speed under 23 mph, including gusts; Roof and site free from ice, snow and wet vegetation. No snow or rain.
 - roof conditions are hazardous due to poor maintenance. (See Health & Safety)
- **Health & Safety :** we will undertake a risk assessment before starting the work. We will need access to the roof and chimney stack if we are installing a flexible liner for you. It is expected that your roof is stable and safe to walk on and that you have disclosed all information necessary to keep us safe and your roof undamaged by our roof-top visit. If your roof is deemed as hazardous and work cannot continue you may be charged a fee for our wasted day.
- **Payment :** Once the work is complete an invoice will be sent along with your HETAS notification number. Payment is due once this invoice is sent. For work completed at the weekend payment is expected in cash or cheque or electronic transfer on the next working day. Debit / Credit cards are accepted. Interest will be added for late payments at 8% per day plus £40 compensation charge per month.
- **Communication :** We provide an online message system on our website. We cannot be held responsible if our return email or quotation does not reach the



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customer due to customer error when typing their email address or the customer does not check their junk or spam folders. If the customer does not acknowledge safe receipt of the quotation we may contact them by text, email or phone in order to gain confirmation. Once a quotation has successfully been received by email, it will be presumed that all further correspondence by email has been received. Changes to appointments will always be confirmed by text or email. If you have not received a confirmation message then assume that we have not yet read your message. Our office is closed at the weekends.

- **Regular Maintenance** : We may contact you annually to remind you that your annual sweep and check-up is due, however it is the householders responsibility to have the flue cleaned regularly. Depending on what you burn and how often this could be 1-3 times per year.
- **Future proofing** : We will install the stove/ flue to industry standards and cannot be held accountable for any health issues caused by misuse of the appliance nor any breaching of the Clean Air Act 2018 by the customer, poor maintenance or blocked flue issues. To prolong the efficacy and life of your installation we recommend;
 - that your chimney or flue is cleaned regularly and thus safe to use. We will contact you to arrange a chimney sweep, one year after your install. We prefer to contact you by email but may use text (SMS) messaging if we do not hold your email details.
 - that you use a stove pipe thermometer so that you do not overburn the appliance.
 - do not use smokeless fuel in a 316/316 stainless liner. We will not be held accountable if you decide to burn this without discussion prior to installation.
 - Do not burn unseasoned (green) wood and / or household items or rubbish in your woodburner or multifuel appliance.

Updated 11.12.23