



HandySweeps

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TERMS OF SERVICE AGREEMENT

Bookings and Cancellations:

New Customers: When you book my services, your appointment will be confirmed by text with a link to the contract. Should you not wish to accept the contractual terms & conditions and wish to opt out of the service, you must contact me within 12 hours of booking my services to cancel your appointment.

Existing Customers: These terms will be sent by text with your annual reminder, if you choose to rebook you will have automatically accepted the terms & conditions written here and have entered into an agreed contract. If you wish to opt out of the contract, please contact me to cancel your appointment within 12 hours of receiving your annual reminder.

I will provide you with a time slot. I aim to arrive with you within this hour. I can often be running ahead or behind schedule dependant on traffic, previous jobs etc; so my arrival time could be +/- 30mins either side. You should ensure someone is in / access is arranged prior to my arrival during this window. If I am running late or early, I will do my absolute best to text or call you direct, but please be aware that is isn't always possible in poor signal areas and I am unable to message when stuck in traffic.

Appointments are made based on location. Therefore, my day is planned around geography. Should you wish to cancel before 72 hours of your initial appointment/booking, a cancellation fee of **£45.00** per chimney is payable. If you cancel within 72 hours leading up to your appointment/booking, including if I arrive and am unable to get a reply at the door, a cancellation fee of **£75.00** per chimney is payable. I will initially send payment details by text, with a formal invoice being posted if payment is not received within 24hrs. If a new booking is made immediately I will reduce this fee by £10.00.

Why do I need to do this? I am a small business that provides a professional service to my customers. This includes arranging my diary to minimise travelling time. If you forget or otherwise

cancel your appointment at such short notice, I am unlikely to be able to re-book someone who lives nearby to that day's route, meaning I lose out financially.

A fee of £10 will apply if keys to the property need to be collected or returned from another location for access.

Parking:

Poor access and parking can cost precious time on a busy day. Please can you ensure that gates are open when possible, that there is space on your drive if you have one and any cars that might be leaving while I'm there are out of the way. If you live in a permit only area, please arrange a guest permit in advance, and if you have no parking or you know parking is difficult, please give me instructions on where to park in advance so that I can plan any extra time this may take.

Work Area Access:

You do not need to cover internal furniture unless I specifically ask you to. I have a Hepa filter air cleaning unit, coverings and a powerful Hoover to keep things clean and tidy. For health & safety reasons, I do not remove my footwear.

Please remove all ornaments and bits and pieces from the mantle, hearth and surrounding area and where possible and clear a work area around the fire hearth, I usually need about 6 feet for equipment and myself to work effectively. Please also remove any breakables / valuable from the route you require me to take to get to the stove. I am not liable for any breakages that occur to items within the property because they are left in the way.

Lastly, please ensure all pets are kept out of the way, I am perfectly happy to introduce myself to your animals if it helps to calm them down, but I need the workspace to be safe for myself and your pets. I will be in and out several times whilst setting up and packing away and as I'll be carrying cumbersome equipment I may need to leave doors open, if you are worried about a pet escaping, please put it somewhere safe for the duration of my visit.

Preparing your appliance:

All appliances must be off and cool, preferably leaving at least 12 hours once the fire is out or range is off.

Please clear all ash and other debris from your stove or fireplace before I arrive. It is vital that any waste such as tissues are removed before I can work.

Please take note of any cracked bricks and warped parts. It is common for firebricks to be cracked and broken. This is a natural part of wear and tear in your stove. Your appliance will continue to work effectively with cracked bricks and it's not something you should worry about. I will point them out to you when I see them just so that you are aware. Please note, should the removal of firebricks be necessary to sweep the appliance, it increases the chance of breakage.. if firebricks are broken in the process of sweeping, it is not my responsibility to replace them and if they go back into the stove without issues, there is no need to replace them, in almost all cases, broken bricks have no effect on the safety or efficiency of the stove.

It is your responsibility to ensure that you have a correctly fitted terminal on top of your chimney. An incorrect terminal will result in a fail on your certificate. If terminals are loose or incorrectly fitted, or if the terminal is an incorrect terracotta terminal that has cracked and I am unable to see this upon visual inspection when I arrive, it is possible that it will be knocked loose. I am not responsible for any damage caused to property by falling terminals due to incorrect fitting and maintenance. I am also not responsible for their replacement. I can usually see any issues from the ground and will inform you of them before I begin.

This is the most common type of terminal, if you have one, it is not correct and will cause a warning to be raised on your certificate.

Please also ensure that your Carbon Monoxide alarm is both visible and accessible for testing.

After your Sweep:

I will leave your appliance and surrounding area as clean and tidy as possible. Most appliances produce a few handfuls of soot in a year if properly maintained, this will be sucked up with the Hoover and taken away. Excessive soot will be bagged and left with yourself.

I spent many years as a HETAS installer and an ICS registered chimney sweep, I have a very broad knowledge of chimneys and stoves. If I am unable to sweep an appliance effectively or safely (this happens most frequently with home installed stoves that do not comply with current guidance/regulations) the full sweeping fee is charged and advice will be given on how to make the appliance sweepable and safe to use.

I will issue you with either a certificate of sweeping or I will arrange to email a written report, detailing key findings, any problems if they exist and a warning notice. I will also take photos of your appliance and send them to you for future reference, should you require them.

Payment:

Payment is to be made upon completion of work, by card or cash only, unless other methods have been agreed at the time of booking. Bank transfers as a one-off must be done while I am still at the property to save them being forgotten about, as often happens.

I will pursue all late/non-payments through the small claims court and seek to recover the additional legal costs.

If other forms of payment are agreed and not made within the agreed time frame a fixed penalty of £30 will be applied for every formal reminder that I am required to send.

If the air cleaner is required due to poor appliance use or maintenance and the filter requires replacing, an additional charge of £40 will apply.

After Service Problems:

I pride myself on my exceptional level of service and my in depth knowledge. Most post sweep problems such as smoke coming back into the room are due to either operator error or ventilation issues. I strongly encourage all customers to visit www.burnright.co.uk to establish how best to use your appliance.

If you have a problem after my visit then please get in contact with me as soon as possible, so I can promptly sort any issue that may have arisen. If I have made a mistake, I will rectify the problem promptly and of course, free of charge. Very rarely mistakes can be made, but please rest assured that if I am at fault I will rectify any issues.

Please be aware that if the issue is not a fault at my end you will be charged a call out fee of £55.00.

Waste Management:

We will protect flooring and furniture where necessary as best as we can. We don't accept responsibility for any accidental damage that may occur during the work process.

We will clean up and put any of our waste in a place that is convenient for you, waste removal or full soot bags must be disposed of by the homeowner in a skip or general waste bin.

Stove Installing:

Due to the rising increase in materials and parts for successfully installing a stove, all quotes are only valid for 14 days, at which point they will be reviewed and amended where necessary.