

Terms & Conditions

ABOUT US: We are MG Bathrooms and Kitchens who are part of Stockport Plumbing and Heating Supplies Ltd., registered in England 01979569. VAT No. 425878516. Registered office: 408-412 Buxton Road, Great Moor, SK2 7BY. (herein “we” or the “company”). Director Malcolm Gosnay.

We have tried to keep our Terms & Conditions as simple as possible. We rely on trusting relationships with our customers and our suppliers, and have been trading for more than 35 years. Our aim is to provide the best experience possible; whether we are creating your new bathroom or kitchen, or undertaking any other home improvement projects.

SUPPLY ONLY: The company will take all reasonable steps to avoid any loss, damage or destruction of the goods supplied to the customer. Following safe delivery and receipt of cleared payment in full, the customer will own title to the goods. Faulty or damaged goods on a supply-only basis can only be returned unused in the original packaging within 7 days from the date of delivery. We will exchange the product or provide a full refund. We reserve the right to inspect all returned products prior to agreeing to any part-refund, full refund or product exchange.

SUPPLY ONLY TILES: Determining the final tile measurements and the quantity of tiles to be ordered is the responsibility of the customer and the tile fitter. We cannot guarantee that we will be able to re-order the same batch of tiles in the event of a shortfall and can not refund you for any over-ordering.

ESTIMATES: of goods and labour provided by, or on behalf of, the company are valid for 3 months from the date shown, although in some circumstances may be subject to potential price increases which would be confirmed at the time of order. Prices and timescales are not binding on the company although we will make every effort to achieve what we outline. The order is binding once the customer pays a non-refundable deposit, which is taken as acceptance of our Terms and Conditions.

INSTALLATION AND DELIVERY DATES: We will do all we reasonably can to meet any dates agreed for delivery of goods and installation. There may be unforeseen circumstances which affect timescales (such as, but not limited to, supplier delays, dependencies on other stages of the project, human error, and other factors outside of our reasonable control) however we will endeavour to mitigate these where possible. If necessary, we will contact customers as soon as possible to discuss and agree alternatives. We cannot be held responsible for any loss or damage suffered, howsoever caused, including any costs a customer may incur as a result of project timescales being longer than initial indicated.

RIGHT to SUB-CONTRACT: We are entitled to sub-contract all or any part of the work. In practice we enjoy longstanding relationships with all our sub-contractors who are chosen with care. All work, whether

TEL: 0161 456 4050

ADDRESS: 408 - 412 BUXTON ROAD, GREAT MOOR, STOCKPORT SK2 7BY

EMAIL: ENQUIRIES@STOCKPORTPLUMBINGANDHEATING.UK

STOCKPORT PLUMBING & HEATING SUPPLIES Ltd

undertaken in-house or via our sub-contractors, are ultimately project managed by MG Bathrooms and Kitchens; this might include on-site resources or may be managed through close contact between our management office and those that are on-site undertaking the project.

PAYMENTS: All prices include VAT at the prevailing rate in British pounds. We require:

- a £200 initial and non-refundable deposit to book a provisional installation date;
- a payment of 50% of the total job cost on confirmation of order of fixtures and fittings;
- a payment of 25% of the total job cost within 3 days of the commencement of installation; and,
- the remaining balance within 3 days of completion.

We understand that there are exceptional circumstances where payment can not be paid within these time periods so we aim to be flexible where possible. However, failure to make payment may mean that we can not proceed with a job and we also reserve the right to charge interest on outstanding balances at a rate of 8% per annum plus the prevailing Bank of England Bank Rate.

CANCELLATION: Once fixtures and fittings have been ordered the customer enters into a binding contract with us and payments are non-refundable. If a request to cancel all, or part of, a project is received after work has commenced we reserve the right to charge for the work undertaken at that point and for any fixtures or fittings already ordered.

RETURN OF GOODS: Goods returned due to a change of mind may be subject to a handling charge of up to a maximum of 20% for standard items, which will be deducted before any refund is provided to the customer. Special orders and bespoke goods/materials will need to be paid for in full.

WARRANTY: We provide a 12 month guarantee to cover workmanship and installation defects. This is in addition to Manufacturer's warranty on the goods (and runs concurrently). In relation to goods and products which we are providing, if accidental damage occurs or items are faulty, we will arrange repair and replacement provided that these issues are reported during installation or at completion when the customer signs-off the completion of the project.

PRODUCT LIABILITY: We cannot accept any liability for products not originally installed by, or on behalf of, the company.

CUSTOMER OBLIGATIONS: We ask customers to help us by arranging access at dates/times agreed and by supplying such information as reasonably requested. The customer will also obtain any necessary permissions, licenses and consents.

OUR OBLIGATIONS: We will manage and perform the installation with reasonable skill and care and accept responsibility for the standard of workmanship and condition of tools and equipment. We are fully insured. Whilst we take the best care possible to avoid any damage to customer property, we cannot be held responsible for damage caused to any fixtures, furnishings, or surfaces that could have been

TEL: 0161 456 4050

ADDRESS: 408 - 412 BUXTON ROAD, GREAT MOOR, STOCKPORT SK2 7BY

EMAIL: ENQUIRIES@STOCKPORTPLUMBINGANDHEATING.UK

STOCKPORT PLUMBING &
HEATING SUPPLIES Ltd

reasonably removed or covered ahead of us transporting tools and materials through and around the property – it is the customer’s responsibility to move or cover any such items.

We will take all reasonable actions to leave the work area clean and tidy once a job is completed but we can not accept liability or costs for any additional cleaning that the customer requires. Likewise, we do not accept liability for general wear-and-tear or for costs incurred by the customer if the job completion date is different from that initially indicated.

ADDITIONAL WORK & ‘EXTRAS’: Please ensure that all work required is included in the quotation as this is the work that will be carried out. We can adjust and re-quote to meet exact requirements however any additional works or amendments to the scope of the work required after the commencement of the installation will be quoted for and may result in a change to the quoted price.

GOVERNING LAW & JURISDICTION: These Terms and Conditions shall be governed by and construed exclusively in accordance with the law of England.

DATA PROTECTION: We respect your privacy and comply with the Data Protection Act 1998. We will not disclose or pass personal details of customers to any third party. We would like to take and use photographs of completed projects for marketing purposes – please inform us if you would prefer that this doesn’t happen.



Malcolm Gosnay
Director
Stockport Plumbing & Heating Supplies Ltd

TEL: 0161 456 4050

ADDRESS: 408 - 412 BUXTON ROAD, GREAT MOOR, STOCKPORT SK2 7BY

EMAIL: ENQUIRIES@STOCKPORTPLUMBINGANDHEATING.UK