

ALLPROP PROPERTY MAINTENANCE LIMITED

TERMS & CONDITIONS



For the purpose of these Terms & Conditions “the customer” means the person or organisation for whom the works are carried out by Allprop and “the operative” or “the engineer” means the representative appointed by Allprop

Estimates provided by Allprop are valid for a period of 28 days and may be subject to revision in the following situations (a) Allprop are instructed by the customer to undertake further works not included in the estimate (b) if further works are required which were not anticipated at the time of submitting the estimate (c) if it becomes clear there was an error when the estimate was submitted

Work carried out by Allprop on an hourly rate will be subject to rates provided to the customer

Where materials are required which are not carried as part of Allprop’s standard stock the collection of materials is chargeable

Where a 3rd Party represents the customer, for example a managing agent, unless specifically agreed by Allprop to the contrary, the 3rd Party will be liable for payment of Allprop’s invoices

Invoices or part of an invoice not paid on the due date shall be charged at the daily at 8.5% as defined by The Late Payment of Commercial Debts (Invoices) Act, 1998 until payment in full is received by Allprop. In addition the amount as set by late payment legislation will be charged for the cost of recovering a late payment. Reasonable costs will also be claimed in recovering late payment

Allprop shall use all reasonable endeavours to attend on the date at the agreed time. However, dates and times provided are estimates only and Allprop accepts no liability in respect of non-attendance or late attendance. Allprop likewise accepts no liability in respect of the late delivery or non-delivery of materials

In instances where the customer cancels or postpones an appointment for which Allprop has already purchased materials the customer will be liable for the cost of such materials and an invoice will be immediately raised by Allprop to be paid by the customer in accordance with agreed payment terms

Title to any goods supplied by Allprop to the customer shall not pass to the customer until payment for the works has been received in full by Allprop. Furthermore Allprop shall not be required to issue or deliver any certificates, guarantees or such other documents regarding the work until payment has been received in full

On completion of works if the customer considers the works are not of a satisfactory standard this shall be brought to the attention of Allprop within 5 days of completion. Where a clean of a property has been undertaken by Allprop, if the customer considers the clean is not of a satisfactory standard this shall be brought to the attention of Allprop within 3 days of completion. Where no notice has been brought to the attention of Allprop the works/clean shall be presumed to be complete and free from any defect which would be apparent on reasonable examination

Unless specifically brought to the attention of the customer Allprop guarantees its labour for a period of 12 months. Materials are subject to the manufacturer's warranty and are not guaranteed by Allprop. All guarantees will become null and void if the customer does not afford Allprop the opportunity to inspect unsatisfactory work or materials but instead instructs a 3rd Party to undertake work whatever the nature of this work may be

Allprop will not guarantee any work in respect of blockages in waste and drainage systems

Allprop will only guarantee work that has been undertaken directly and for which payment in full has been received

Guarantees for labour and/or materials will be null and void if the works/materials have been subject to misuse, negligence or repaired, modified or tampered with by anyone other than an operative of Allprop

Allprop shall only be liable for rectifying works completed by Allprop and shall not be liable to rectify works carried out by 3rd Parties

The customer shall provide clear access to allow Allprop to undertake the works. The customer will at all times provide a safe working environment for Allprop and its employees, agents and sub-contractors for the purpose of carrying out the works

Cancellation of an appointment will be subject to a cancellation fee of £25 + vat if the cancellation is made less than 4 hours but more than 2 hours before the scheduled appointment. Cancellation of an appointment made 2 hours or less before an appointment will be subject to a cancellation fee of £50 + vat

Where Allprop attend an appointment for which access has been arranged should access not be available on arrival at the property this will be subject to a charge of 1 hour. Examples may include amongst others the customer or the agreed representative of the customer such as a tenant not being on site as agreed and incorrect keys having been given to Allprop to access to the property

For customers wishing to pay by credit card a charge of 2.0% will be added and for customers wishing to pay by debit card a charge of 1.25% will be added

Where applicable costs incurred by Allprop for parking will be charged on at cost to the customer

Where applicable costs incurred by Allprop for congestion charge will be charged on at cost to the customer

Allprop carry full Public Liability Insurance