

FARADAY STOVES

TERMS AND CONDITIONS OF SUPPLY

Estimates and Quotations are valid for 30 days from the date of issue. Estimates are not fixed price quotations but reflect a realistic expectation of final cost based on our experience. If an estimated cost is supplied, we feel it has not been possible to give a fixed price either due to anticipated problems that cannot be quantified or materials choices uncertain at the time of the site visit. Quotations are a fixed price contract to carry out the work as specified and any additional work or changes to specifications by the customer will be chargeable as a variation to the contract.

We will require a booking deposit of 50% of the estimated / quoted cost to cover the stove and materials to be ordered. The deposit may be varied at our discretion. Payment of the balance of the installation cost will be due on the day of completion of the installation by credit or debit card. VAT is chargeable on all goods supplies and services at prevailing rates. If the order is cancelled prior to installation, the deposit paid will be refunded less an administration charge of £100 + VAT and a re-stocking charge of 20% of the cost of the stove and any materials especially ordered plus VAT. The administration fee and re-stocking charge will be deducted from any refund due and a duly receipted invoice will be forwarded with the refund payment. Payment is accepted by cheque, cash, debit card or credit card. Interest of 2% over base rate per month will be chargeable on outstanding invoices.

All goods remain the property of Faraday Heating Limited until payment is received in full and we reserve the right to enter your property to remove these items if payment is not received in full when demanded. If you use the appliance(s) installed by us prior to settlement in full, this will be deemed as your satisfaction with the installation.

Notwithstanding that we may have given an estimate or quoted cost to install an appliance, we reserve the right to refuse to install the appliance if there are any concerns over the safety of the installers or the customer at any stage. Where we deem the installation is unsafe to carry out and the customer is not at fault, we will retain the appliance and materials and provide a full refund of any deposit monies paid. We shall have no liability beyond the return of the deposit monies.

We will generally only install stoves that are supplied by ourselves. The stoves are covered by the respective manufacturers' guarantee and this may vary depending on the manufacturer. Glass and door seals are not generally covered under the manufacturers' guarantees and therefore care should be taken in using the doors. Stoves should be used in accordance with the manufacturers' recommendations and general mis-use will not be covered under any guarantees.

We are HETAS registered installers and where relevant, following completion of the installation HETAS will issue a certificate to cover the work undertaken. We will affix a data plate in a suitable place but generally will be fixed near to your electricity fuse box.

Please note that planning permission may be required with respect to some installations as well as listed buildings consent and it is the customers' responsibility to obtain any requisite permissions prior to the installation. We accept no liability for any rectification work required by a planning authority where permission has not been granted prior to the installation.

Whilst reasonable care will be taken to ensure that property and furniture are not damaged during the installation (we will cover carpets and furniture in the room with dust sheets), we cannot guarantee that all soot, dust and debris can be contained. We advise that any valuable or easily damaged items be removed from the room prior to the commencement of the installation. Where disruption is caused by us to walls during the installation we undertake to make good but liability for re-decoration is excluded. We do not accept any liability for any cracking to plaster work, tiling and grout, surrounds, hearths or decorations caused by heat from the appliance.

We recommend that a chimney flue is lined with a stainless steel flexible liner in order to ensure that the stove performs efficiently and any risk of flue gasses escaping are eliminated. The liner will also aid sweeping to ensure that the flue is kept free of soot and tar build up. If a flue liner is not installed, you may experience problems with the operation of the appliance for which we cannot be held responsible. Wood burned on a stove must be properly seasoned and have a moisture content of less than 20%. We recommend that if a multi fuel stove is installed and you intend to burn approved smokeless coals, you install the highest 904 grade stainless steel which has greater resistance to the corrosive emissions from the fuel.

Where the estimate includes the cost of a liner and during the installation it becomes evident that a liner will not pass down the chimney flue due to obstructions or poor chimney construction, any additional work undertaken to clear the obstructions may be charged for as an additional cost. If the liner cannot be installed and the job is abandoned, then any abortive labour costs and damaged materials will be chargeable.

Where construction work is undertaken to enlarge a fireplace, the removal of a chair fire brick and mortar benching can allow rain water which would previously have been absorbed by the mortar to trickle into the fireplace. Additionally, installation of a liner system can allow rain water to seep across to the liner and find its way down to the stove. This problem may not have been previously evident. Water ingress is possible if the chimney does not contain a lead tray or if the mortar joints, flaunching or lead flashings in the stack are faulty. Additionally, brickwork itself can become porous and allow water to pass through with constant heavy rain. We accept no liability whatsoever for water ingress into the chimney stack due to pre existing faults nor any damage to structures or decorations caused as a result.

Where we install a twin wall chimney system through an outside wall or roof the weather proofing relies on a mastic seal applied. Due to the expansion and contraction of the pipe and weathering it is possible that the mastic may separate and water can ingress. If this happens later than 1 year after installation, any remedial works to reapply the mastic will be chargeable.

If the stove is installed at the customer's request during a period of building work, it is the customer's responsibility to ensure that the appliance is suitably protected from dust and damage during that period prior to commissioning and testing of the appliance. We will accept no liability for any damage to the appliance caused during this period as well as any damage not caused by us.

We reserve the right to pass on any increases in materials prices between the date of estimate and completion of the work. Our work is guaranteed for one year and any materials used are subject to the warranties given by the individual suppliers of those materials.