



INSTALLATION TERMS AND CONDITIONS

Please read this document carefully. It contains important information about how we (The 'Company'), aim to provide our services to you (The 'Customer'). It is important that you read the terms and conditions carefully together with your quotation. These will form the basis of **Your Agreement** with us. If you have any questions, please call us on 02392 252171.

General Terms and Conditions

1. Aura Gas will complete all work stated on the quotation provided to you for the fixed price provided. Any work listed on the quotation is considered within the "Scope of Works."
2. Our quotation is valid for 12 months. After this time, Aura Gas may need to amend the quotation to account for changes in material price and/or availability. Any discount code is typically valid for 31 days, unless stated otherwise in writing.
3. Any pipework or component installed by Aura Gas is covered by a comprehensive 12 month labour warranty, from the date of installation. No guarantee can be given as to the integrity or suitability of any of your existing components that our engineer may connect to during the course of the installation (e.g. Radiators, Pumps, Pipework, Showers, and Taps.)
4. As it is necessary that all pipes are accessible, our engineer's will not normally bury them in solid floors or walls. Pipework may be exposed in these situations. Boxing in of pipe-work is not included unless specifically detailed in the quotation. If we remove boxing, we will make every effort to replace it with care and skill, however if it is damaged due to structural weakness, the company will not be required to replace the boxing.
5. Unless specifically stated, the price we quote does not include the cost of removing any dangerous waste materials, such as asbestos, that we could not reasonably identify when we gave you your quote. You can call a specialist contractor to remove these dangerous materials or we may be able to arrange for them to be removed at an extra cost. When asbestos is removed you will need to produce a 'Clean Air' certificate, which you can get from the asbestos removal company, before we can continue to work at your property.
6. The price we quote includes removing all non-dangerous materials, including your old boiler, cylinder, pipework and central heating parts we replace. If you have a back boiler we can remove this or drain it and leave in place. Removal will not include the flue system. If left in place you can arrange to have this removed at a later date by another contractor.
7. Any time frames we give you are our best estimates and we will do everything we can to keep to those time frames. If there are likely to be delays, we will let you know as soon as possible and agree new time frames with you. Aura Gas reserves the right to use additional labour to achieve completion in a shorter timeframe where necessary. Time is not considered to be the essence of the contract, and the price of the works shall not be affected by time used to achieve completion.

8. If your installation is delayed, rescheduled or overruns, Aura Gas will not be held liable for any potential loss of earnings, annual leave or time away from work.
9. We may need you to lift some floor coverings, including tongue-and- grooved floor coverings, parquet, hardwood, rubber or tiled floors, so we can complete our work. We will give you as much notice as possible if we need you to do this. You can call a specialist contractor to do this work or we may be able to do it for you at an extra cost. If we do any of this work for you we will only be responsible for any unnecessary damage caused directly by negligence. Any flooring will be re-laid to the best of our ability; however you may wish to hire a specialist contractor should you wish to achieve a professional finish.
10. Our installers will 'make good' any existing flue hole; it should be noted that they are not builders and although we will always do our best here, you may wish to consider employing the services of a skilled professional if we do not meet your expectations. We have not allowed for any additional remedial works in this regard unless specified in the quotation. Equally, materials supplied by plumbers merchants are unlikely to match existing and we strongly advise you to supply these yourself to achieve best results.
11. When changing to either a 'combination' or 'system' boiler there will always be a small risk that the existing pipework may leak due to the increase in system pressure. Aura Gas does not accept liability for repairs to existing pipework or consequential loss.
12. Our greatest priority is the safety of our customer's and their homes. We will take every care to carry out the work specified without causing damage to your property. If we have to make any cuts or holes to allow for equipment, you will be made aware ahead of time. Any cuts or holes made will be filled, but not permanently finished or redecorated. If we cause unnecessary damage because of negligence we will ensure action is taken in a reasonable timeframe to repair any damage. The company accepts no responsibility for damage which is attributable to structural defect or weakness unless such damage results from negligence.
13. If your property is a listed building, or a managed property, it is your responsibility to ensure that you have any necessary permissions prior to work commencing. If you do not ensure you have the necessary permissions, you may be prosecuted by any affected party.
14. In certain circumstances roof tanks may be drained and left in situ. Our pricing structure has allowed for the removal of rubbish including all metals. In some circumstances this may not be completed in the same day of the installation.
15. You will need to have an adequate gas and electricity supply to your property before we can start the work. We require free use of gas, water and electricity throughout the duration of the works.
16. As water supply rates can change, we cannot be responsible for your hot water system failing to work properly because your water supply becomes inadequate or keeps changing, unless we were negligent in the manner by which we tested your water pressure. Where combi boilers and unvented cylinders are supplied, it is not uncommon to find that hot water flow rates are reduced if more than one tap or outlet is used simultaneously. This is characteristic of these systems, and is not considered a fault or defect.

17. We will always endeavour to locate a boiler, radiator, pipework or any other material or product in the position agreed at survey. This may however alter due to unforeseen technical difficulties; any alterations please discuss with the installer on arrival. We recommend that you always confirm the dimensions of any boiler on the manufactures website and/or literature. This is vitally important when choosing an alternative option to the original specified boiler.
18. If an Electrolytic Scale Reducer forms part of the scheduled works, it will be fitted to the 15mm incoming water main wherever possible. If this is not possible, it will be fitted to the boiler supply.
19. Unless we are replacing them or fitting a new heating and hot water system, we have assumed that all radiators in the property are working correctly. Whilst a power flush may remove minor blockages, it will not clear solid debris.

Guarantees and Warranties

20. The boiler itself will be registered by us, and guaranteed by the manufacturer. The manufacturer's guarantee will depend on the manufacturer and model of the boiler. The validity of the manufacturer's guarantee will be subject to the boiler being serviced every 12 months by a Gas Safe engineer. The extended guarantee offered by Aura Gas on boilers is subject to the customer maintaining a recognised service contract with Aura Gas or the boiler manufacturer for the duration of the extended guarantee.

Deposit

21. Aura Gas takes a booking deposit in order to secure an installation date. This is not normally refundable.

Balance Settlement

22. Any remaining balance shall be made in full on the day of completion of works. We accept the following payment methods – bank transfer and credit or debit card payments.
23. Whilst we make every effort to ensure your property is protected, there are times when accidents do occur. Should any repair works be necessary following any damage to your property, you may withhold a maximum of 10% of remaining balance until completion of any repair work. Once any repair works are completed, the remaining balance shall be settled in full.
24. If you do not settle your outstanding balance immediately following the installation and are in receipt of heating and hot water, you may incur late payment charges and your credit file could be affected.

Cancellation

- 25.
- i. You may cancel this agreement at any time by providing a minimum of 7 days' notice prior to the commencement of works and by calling 02392 252171 or emailing hello@auragas.co.uk
 - ii. If you cancel your agreement the deposit will be non-refundable.
 - iii. If you cancel your agreement after work has commenced, we will charge you reasonable costs for any work already carried out and/or any goods already installed into your premises. We consider work commencing on the morning of the agreed installation date.
- 26.
- iv. We may cancel the installation prior to commencement under extraordinary circumstances. In this situation we will arrange a full and immediate refund of your deposit.

Our Commitment to You Policy

27. We always strive to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things rights as soon as we can, please read our complaints procedure below.

In the unlikely event there is anything you are not completely satisfied with, please contact us so that we may rectify any problem as soon as possible. We ask that you call us on 02392 252171 if the problem is urgent, or email us via hello@auragas.co.uk

Your complaint will be handled in the following manner:

- i. We will acknowledge your complaint promptly.
- ii. We will contact you either by telephone or email to discuss your complaint and agree a way forward, within 7 days if not sooner.
- iii. We will endeavour to send a final response to you within 8 weeks of receipt of your complaint, if not sooner. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.