

TERMS AND CONDITIONS

PLEASE READ OUR TERMS AND CONDITIONS. FOLLOWING PAYMENT OF THE DEPOSIT, THE COMPANY WILL ASSUME THAT ALL TERMS AND CONDITIONS HAVE BEEN AGREED TO. TERMS AND CONDITIONS SUBJECT TO CHANGE.

Surveying

The survey carried out is a free of charge (subject to location), no obligation appointment to advise and confirm what fireplace and flue type is required, in addition to what work will be involved to complete an installation in principle. We cannot take responsibility for unforeseen problems that might occur during installation. In the event of unforeseen problems that may occur during installation, our installers can only advise what will be required to resolve the problem to complete our installation. We can confirm any additional time & monies required to complete on installation.

Quotation Validity

All labour estimates are valid for a period of thirty days. In the event of any increase in the cost of goods or materials between the date of the estimate and the time when the goods are paid for, we reserve the right to make a corresponding increase in the contract price.

Payment

Supply and Installation Customers: The proportion of the gross total detailed in your final quotation that is attributed to stock and materials is required as a non-refundable deposit to proceed and book installation dates. All balances are due payable on the day of completion of our works. If any invoiced amount is not received, a late payment charge may accrue at a weekly rate of 10% of the outstanding balance. The entire remaining balance is due payable on the day of completion of your installation and this payment must be made either by the same method as the deposit payment or in person at the shop, not to the installer.

Sweep and Servicing Customers: The full payment will be due upon completion of the sweep and service. In the case that remedial works are advised, the full payment of any parts required will be required up front, with any labour due upon completion.

Cancellations

Due to the nature of our business on acceptance of your order (payment of deposit) you have given approval for the work to begin, i.e. for goods to be ordered before the end of the cancellation period. The Company reserves the right to make a charge equivalent to 20% of the retail value of any goods, which the Company has agreed to take back into stock, subject to their being of merchantable quality in the opinion of the Company.

Should the order be cancelled, the Company reserves the right to retain any deposit to cover any losses incurred by the Company in the preparation and design of your order. The sole exception to

this is where the site visit reveals that the works cannot be carried out within the originally estimated figures, in which case the deposit is refundable in full.

Uncompleted works

We require 48 hours' notice if you would like to reschedule your installation dates. Failure to do so will result in a minimum expense charge of £275 + VAT to cover costs of expenses and engineers the time where this could have been better utilised with more notice. Please ensure that you are ready for your fireplace to be installed and that our works coincide with any other scheduled works that you may have, we require clear access to the working areas inside and outside of the property, and gas supplies must be live when applicable. If we cannot complete due to any of the previous reasons a minimum expense charge of £275 + VAT will be charged. If works are not completed within the time allocated due to unforeseen circumstances, we will endeavour to complete at the soonest opportunity.

Installation

When surveying the property and providing a quotation, it is not always possible to identify all present issues or accurately estimate the installation time. We endeavour to complete all work on the given dates, however, if any unforeseen circumstances do arise, we will inform the customer and arrange a convenient time to complete the installation. Such circumstances include, but are not limited to, a delay in the delivery of stock or unforeseeable delays due to unexposed issues that we were unable to identify during the initial quotation. Where such circumstances arise, the customer will be informed of the nature of the issue, the estimated delay time and any additional costs which may be incurred.

Customer's Own Appliance

Where the customer supplies their own appliance, it is important to note that this may invalidate the appliance's warranty or guarantee. This is because most manufacturers require that their appliance be supplied and fitted by one of their approved retailers, such as Simply Grate Stoves & Fireplaces. Additionally, we will not be able to offer our usual service guarantee on appliances that are not sourced through ourselves, and any repairs will be chargeable.

Where the make and model of the appliance cannot be identified, we may not be able to install the stove due to the notification requirements by the relevant regulatory bodies (i.e. Gas Safe and HETAS).

All Existing Chimneys

Existing chimneys that are intended for use with a new appliance should be swept and tested prior to installation or order. Any chimney caps, unsuitable cowls or blockages should be removed at this time. Our works do not include the refurbishment, re-pointing or replacement of chimney stacks, pots, and cement-based works, unless we have quoted to do so. We cannot confirm the condition of a chimney stack at the time of survey, if we identify a problem with an existing chimney stack and or terminal at the time of installation, we can only advise what works should be carried out, and we can only carry out works quoted at this stage.

The company will not be responsible for existing faults in the purchaser's chimney, pot, stack or terminal due to previous construction or weathering. Any remedial works & costs required will be advised during, before or on completion of our installation. Smoke spillage tests can only be carried out once an installation is completed, and appliance is functional.

Please ensure that your chimney is of sound construction and no issues of damp are present. Damage or staining to the chimney breast present after works carried out by us will not be covered if this was caused by existing problems with the chimney or existing damp in the property. We cannot take responsibility for damp as we are not qualified to identify damp or carry out remedial works required to resolve any issues.

Installation of Liners

When installing a liner using roof ladders, the installation is weather permitted. In the event of bad weather, such as extreme high winds or heavy rain snow/icy conditions, we must reschedule the installation to the next available installation date which may cause a delay in completion of the installation. In some circumstances, such as where it is unsafe to use ladders to work at higher or difficult levels, we advise the hire of scaffolding or lift equipment to allow us safe access to complete works required. It is at the installer's discretion to confirm if ladders are safe to use or if additional equipment will be required.

Where scaffolding or ladders are required to access chimneys, all reasonable care will be taken not to damage gardens or roofs, but it may be necessary for the customer to carry out minor repair work if the existing site conditions are unusually fragile or in poor condition. Any such reasonable costs are chargeable as extra.

We endeavour to install the liner with minimal disruption to the existing chimney stack. Chimneys of poor original design & construction may require holes to be made between the external stack to the ground floor fireplace so the flue liner required can be routed around sharp bends. Any holes opened into the stack will be re-plastered ready for redecoration. In most circumstances, the above events are highly unlikely and not common, but we cannot foresee the flues full construction until work commences.

Constructional Hearths

Solid fuel appliances require constructional hearths that are usually present to the chimney construction, we cannot be held responsible for existing constructional hearths. Please ensure that your constructional hearth is of sound construction and no issues of damp are present. Damage or staining to the superimposed hearth that we supply will not be covered if caused by existing problems with constructional hearths. We cannot take responsibility for damp as we are not qualified to identify damp or carry out remedial works required to resolve any issues.

Existing Plasterwork

Old or existing plasterwork will be made good by our installers to a pre-decorated finish which will require a professional decorator to finish following our installation if required. Where 'making good' to an area of plasterwork on installation, we can only take responsibility of a specific area to which we are working usually 150mm beyond the new fireplace installed in all directions of the wall. In the

event of unsound plasterwork that has become loose or unsound through age, we can only advise that a professional plasterer is consulted for remedial works.

Gas Supplies

When we are installing a new gas appliance to an old gas supply, we cannot take responsibility for any faults or insufficient pressure from the existing supply. In circumstances of very old gas pipes, that have been redundant or unconfirmed as live, we advise that our gas engineer carries out an inspection to assess the supply before order or installation. Our gas connection for an existing supply is subject to the gas point being no more than 1 metre away.

Flooring and Skirting Boards

Installation does not include any making good/decorating to floorings or skirting boards. These amendments, if required, must be made following our installation, where special circumstances are required, our surveyor can confirm what will be required. Existing carpets that will be remaining following our installation should be rolled back away from the fireplace area and re-installed following our installation. Although every effort will be made to ensure that no damage occurs to your flooring, e.g. staining of carpets, this cannot be guaranteed and we shall not be liable to repair or replace the flooring, provided that we use appropriate measures to prevent damage.

Existing Fireplace Surrounds

Where we are re-using an original fireplace surround, in order to fit the new appliance we may be required to remove and re-fit it. If we did not originally fit the fireplace surround, we do not know how it was fitted and therefore will not know the best way to remove it to prevent damage. Additionally, fireplace surrounds are typically made of Limestone or Marble, which are materials that are very easy to damage. Whilst every effort will be made to ensure that no damage occurs to your existing fireplace surround, it cannot be guaranteed that no damage will occur to the existing fireplace surround and we will not be liable for any damage in the unlikely event that it occurs, provided that it is not caused through any negligence of ours.

Complaints Policy

We always endeavour 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. As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards. To ensure that we can put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

In the unlikely event there is anything you are not completely satisfied with, please contact us within 7 days of your installation in order for us to rectify any problems as soon as possible. You can call us on 0208 337 0328, write to us at 527 London Road, North Cheam, Surrey SM3 8JZ, or email us at info@simplygratefireplaces.co.uk, and we aim to respond within 5 days of receiving your complaint and, where possible, we will provide you with a date to remedy any issues raised.



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Privacy Policy

At simply grate fireplaces we are extremely proud of the work carried out by our highly skilled installation team. We occasionally take before and after installation photographs for training, demonstration and to build our online portfolio. We can assure you that only images of the fireplace will be used. If you have any objection to us using any imagery relating to your order, please let our team know.

We will ask you if you wish to subscribe to future marketing emails – should you wish to unsubscribe, please let us know.