

THE BOOKING PROCESS

When you contact our office by phone or email, we ask for your contact name, address and phone number and a description of the work you require done from us. We will run you through our charges for an engineers visit. Upon accepting the charges we will then proceed to the booking process and choose an allocated date and time for the engineers visit. We will contact you, where possible, when the engineer is on route to your location to confirm you are home. During the booking process, customers are informed that they may miss their appointment slot if they do not answer the phone and if we can not confirm you are home.

CARRYING OUT THE JOB

We will endeavour to do our best to arrive during the scheduled time slot. In the event that the engineer is running late we will contact you to advise and or re-book the job if it is inconvenient. We will not be liable or responsible for any delay or failure to carry out the work, due to an event outside our control such as poor traffic conditions, poor weather conditions or the failure of public or private telecommunications networks.

To enable us to carry out the work you will need to:

- (a) provide us with access and adequate parking to the premises and any services and facilities we need to carry out the work;
 - (b) ensure that the premises are clear and safe for us to access and that you own the premises and do not need the consent of another person to enable us to carry out the work;
 - (c) ensure that any materials you provide to enable us to carry out the work are suitable.
- If you fail to do so we may not be able to carry out the work and you may need to contact us to arrange a further visit.

OUR FEES & PAYMENT

When our engineer has completed the job they will provide you with a vat Invoice on completion by email or if a customer does not have an email address then a copy will be posted out by the office. The engineer will take payment on completion on site by debit card via a mobile device or in some instances cash can be accepted.

The price you pay will include a charge for labour, parts and materials and VAT.

For jobs booked on an hourly rate, labour will be charged from the moment that our engineer arrives at your premises at the hourly rate quotes during the booking process. All of our hourly rates are based on per hour or part of any hour. For example if the engineer is in the property working on the fault for 30 minutes or 59 minutes it is the same price it is not pro-rata.

For jobs booked on a fixed price, you will be charged from the moment that our engineer arrives at your premises at the fixed price quoted unless extras are added and agreed with you in advance.

LIABILITY

We will only be liable for rectifying our own guaranteed work, and will not be held responsible for any ensuing damage or claims resulting from other work overlooked or subsequently requested and not undertaken at the time.

We will not be held liable or responsible for any damage or defect resulting from work not fully guaranteed, or where recommended work has not been carried out. Work will not carry a guarantee where you have been notified by the tradesperson either verbally or indicated in ticked boxes or in our comments/recommendations.

We shall not be held liable for any delay, or consequences of any delay, in performing our obligations if such a delay is due to any cause beyond our reasonable control and we shall be entitled to reasonable time extensions.

We will be entitled to fully recover the costs or damages from any tradesperson whose negligence or faulty workmanship makes us liable to pay for those damages or rectification of work.

GUARANTEE

Any work carried out by us and parts and materials used by us will be guaranteed for a period of 12 months from the date that we started the work.

If there is any problem with the work we have carried out within the Guarantee Period please contact us on 07445440183 and tell us as soon as possible. If the problems are as a result of faulty workmanship or materials during the Guarantee Period we will seek to rectify these problems and replace any parts free of charge. If we are unable to rectify these problems or to replace the faulty parts we may offer you a full or partial refund.

This guarantee does not apply if you:

- (a) have deliberately or accidentally caused the problem you are asking us to rectify or you have damaged the parts you are asking us to replace;
- (b) have failed to follow our advice or the manufacturer's instructions in relation to the use or maintenance of any goods or materials we have supplied;
- (c) have modified the item(s) we have repaired in any way and the fault has been caused by the modification you have made;
- (d) you have called us out to unblock a drain or flush a central heating system. In these cases we will offer a guarantee period of 10 days;
- (e) where we have advised you that the work you have asked us to carry out will only be a temporary solution to the overall problem. In such cases we will advise you that this is only a temporary repair and we will advise you on any further work, parts and materials

that will need to be done to provide a more permanent solution. It will be noted on the Job Sheet that this is just a temporary repair and the work is not guaranteed. In such cases we will charge you for any labour, parts and materials used in remedying the defect.

This guarantee is in addition to, and does not affect your legal rights in relation to any goods that are faulty or not as described.

CANCELLATIONS

If no special order of materials has been placed for the job and agreed with you before the job, then you have a right to cancel the appointment at any time with no charge.

If however materials have been specially ordered and paid for you will be held liable for the cost of delivery and carriage fees to return the item, admin fees to process the return and in the result of the item not being able to be returned then you will be liable for the full cost of the material if you cancel the job.

However if RMM MAINTENANCE Books a job in valued over £ 500 we will collect a deposit of 50% and if for any reason you the customer decide to cancel the total deposit paid will be non refundable.

OUR RIGHTS TO CANCEL

If we have to cancel an appointment due to an event outside our control or the unavailability of our engineer or key materials without which we cannot carry out the work, we will promptly contact you.

If we have to cancel an appointment under and you have made any payment in advance for the work, we will refund this to you.

If we have already started the work by the time we have to cancel we will not charge you anything and you will not have to make any payment to us.

OUR CONTACT DETAILS

Our company address is, 6A BRIDGE END DH33RA. CONTACT Our company

If you have any questions or if you have any complaints, please contact us. You can contact us by emailing our customer service at Liam@rmm-maintenance.co.uk

HOW WE MAY USE YOUR PERSONAL INFORMATION

We will use the personal information you provide to us to:

(a) carry out the work;

(b) process your payment for such the work;

and (c) inform you about similar products or services that we provide, but you may stop receiving these at any time by contacting us.

We will not give your personal data to any other third party.

GENERAL

We may transfer our rights and obligations under these terms to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under these terms.

This contract is between you and us. No other person shall have any rights to enforce any of its terms.

These Terms are governed by English law. We both agree to submit to the non-exclusive jurisdiction of the English courts. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.