



18B Alston Road  
Hellesdon Park Ind  
Norwich  
NR6 5DS  
01603 746168

[www.cartersheatingservices.co.uk](http://www.cartersheatingservices.co.uk)  
info@cartersheatingservices.co.uk  
Company Registration No: 11281808  
Registered in England and Wales

## Terms and Conditions

### Carters Heating Services Limited

Company No. 11281808

Registered Office: 18b Alston Road, Norwich, NR6 5DS

References in these Terms and Conditions to “**Carters Heating Services**”, “**we**”, “**our**”, or “**us**” refer to Carters Heating Services Limited.

### 1. Quotation Validity

All quotations remain valid for **30 days** from the date of issue, provided that the works can commence within **90 days**.

After this period, the quotation may be revised or withdrawn.

### 2. Payment Terms

Payment is due **upon completion of the works** or **within 30 days of the invoice date**.

Carters Heating Services Ltd reserves the right to apply a **late payment fee** and/or **interest at 5% above the Bank of England base rate per month** on overdue accounts.

**Accepted payment methods:** Cash, bank transfer, card, or cheque (payable to Carters Heating Services Ltd).

Payment terms form a **condition of acceptance** of this quotation.

### 3. Responsibility and Liability

All reasonable care will be taken during the execution of the works. However, we accept no responsibility for faults or failures in existing pipework, fittings, or equipment that may occur as a result of disturbance during the works.

Any quotation is based on a **non-intrusive survey** and assumes that all existing systems are in **good working order**. Should faults be identified during the works, or if relevant details were not disclosed, **additional charges** may apply for corrective work.



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#### 4. Access and Working Conditions

The Client must provide **unrestricted access** to all relevant areas throughout the works. Delays caused by restricted access or by other trades not under our control may result in **additional charges** or **delays to completion**.

Unless otherwise stated, works will be carried out in **one continuous visit**. Additional visits requested by the Client, or required due to circumstances beyond our control, may incur **extra charges** and may affect completion dates.

If Carters Heating Services attends the property but is **unable to commence or complete the works** due to issues outside our control (including lack of access, safety concerns, unavailable services, or failure by the Client to prepare the site as agreed), an **attendance charge** will apply to cover the cost of travel, time, and administration.

#### 5. Property and Finishes

- Carpets will be lifted and re-laid with care, but **re-stretching or refixing** is excluded unless stated.
- Reinstatement of **vinyl, laminate, cork, or tiled flooring** is excluded unless otherwise specified.
- **Redecoration, painting, or boxing-in of pipework** are excluded unless stated in the quotation.
- Where possible, disturbed areas will be made good, but **matching of bricks or finishes cannot be guaranteed**.

#### 6. Isolation of Services

During the works, it may be necessary to **isolate water, gas, or electrical supplies**. Interruptions will be kept to a minimum, and the Client will be notified in advance.



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## 7. Ownership of Materials

All materials supplied, whether fixed or unfixd, remain the **property of Carters Heating Services Ltd** until full payment is received.

We reserve the right to **recover materials** and/or **take legal action** to secure payment for works and materials supplied.

## 8. Timeframes

All dates and durations are provided in **good faith** based on current workload and survey information.

While every effort will be made to meet agreed timescales, **no liability** will be accepted for delays caused by unforeseen circumstances or factors beyond our control.

## 9. Guarantees

All works are guaranteed for **12 months** from completion against **defective workmanship or design**.

Materials are covered by the **manufacturer's warranty**.

This guarantee does not cover existing installations or equipment.

Your **statutory rights** are not affected.

## 10. Materials and Equipment

If specified items are unavailable, Carters Heating Services Ltd reserves the right to supply **alternative materials of equivalent quality**.

Client-supplied materials will be inspected before installation; any faults or delays caused may incur **additional costs**.



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## 11. Additional Works and Variations

Any additional works requested by the Client or found necessary during the works will be subject to **separate quotation and approval**.

The removal or handling of **hazardous materials** (including asbestos) is excluded and will incur extra charges if required.

## 12. Safety and Site Conduct

- The Client must ensure **children and pets** are kept away from working areas at all times.
- If works are in a **leasehold property**, the Client must obtain necessary permissions before commencement.
- Carters Heating Services Ltd accepts **no liability** for works carried out without such permissions.

## 13. Gas and Heating Systems

Prior to any gas work, a **gas soundness test** will be performed in accordance with **Gas Safety Regulations**.

Any faults identified will be reported, and **remedial work may incur additional charges**.

When power flushing or connecting a new boiler to an existing system, pre-existing weaknesses may be exposed.

Repairs or replacements arising from such issues are **not included** in the quotation.



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## 14. Power Flushing

### 14.1 General Requirements

- During a power flush, access to the property must be available at all times. The Client must ensure the working area is **clear, safe, and hazard-free**. Carters Heating Services Ltd will not be liable for any delay or inability to perform the service due to failure to comply with this requirement.
- The Client must ensure adequate **water, gas, electricity, and drainage** supplies are available prior to commencement. If these are unavailable, Carters Heating Services Ltd reserves the right to **cancel the contract without liability**.

### 14.2 Liability and Limitations

- Carters Heating Services Ltd will not be responsible for **leaks** discovered within the system following the power flush unless caused by our **negligence**.
- We will not be responsible for the **removal or reinstatement of flooring materials** (including carpet, hardwood, laminate, or tiles). Clients may engage a specialist contractor at their own expense.
- We accept no responsibility for **redcoration, cleaning, or odour removal** required after the procedure.
- We accept no responsibility for replacing **appliance components, radiators, air vents, pumps, or pipework identified** as faulty due to age or condition.

### 14.3 Nature of the Process

- The objective of a power flush is to remove **corrosion debris and limescale** as thoroughly as possible.
- Some **corrosion residues or mineral content** may remain and continue to circulate.
- Complete removal of debris cannot be guaranteed where:
  - Components restrict flow or debris removal;
  - Solid blockages or stuck valves prevent full circulation; or
  - Ongoing corrosion is caused by system design faults.



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#### 14.4 Identified Faults and Further Work

- If system faults or defective components are identified, Carters Heating Services Ltd may offer to **rectify or replace** them at additional cost.
- If the Client declines such work, we will clean the system as thoroughly as reasonably possible under the circumstances, but a **complete clean cannot be guaranteed**.

#### 14.5 Post-Service Conditions

- Boiler or heating system noises (e.g. “kettling” or pipe noises) may persist following a power flush.  
This does **not** indicate inadequate service.

#### 15. Acceptance

Acceptance of this quotation constitutes **full and unconditional acceptance** of these Terms and Conditions, including the Power Flushing Terms where applicable.

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