

CARLITO'S KITCHENS & BATHROOMS LIMITED

Terms of Business & Customer Information: -

General

1. We would request the customer be at home on day one of the installation. This will allow any questions we may have to be answered, such as position of lights, electrical points etc.
2. PLEASE NOTE – your kitchen or bathroom will be completely removed during the first day of the installation and will not be usable until the end of the installation period.
3. We respectfully advise that pets, children and the customer must keep clear of the kitchen and working areas at all times, and that children are not left unsupervised during the working day.
4. Our working week is Monday to Friday (excluding Public Holidays) 9.00 am to 4.00 pm – unless otherwise agreed.
5. All installation commencement and completion dates are estimated and can vary due to unforeseen circumstances. We cannot take any responsibility for losses due to late commencement or completion of works.
6. Customers own tradesmen to check all dimensions and layout to ensure services are in the correct position – this work must be completed before we start fitting your kitchen.
7. If you choose to supply your own – either existing or new fittings – you must ensure that they are compatible and fit with the products which you have purchased and fit in the space allowed on your plan.
8. Kitchen Company to supply a **120mm** chimney hood ducting kit – **NOT** 150mm – if your extractor is to be ducted. We accept no responsibility if you would like us to connect to existing ducting.
9. Drawer units do not always work under the sink – PLEASE ensure your designer has checked the sink depth, waste depth and confirm it will definitely fit.
10. Shallow drawers are needed for gas hobs if you have chosen a gas hob
11. We cannot advise on planning permission, building regulations consent issues, structural surveys or removal of structural walls - Please note, we are not certified to undertake any of these services which are entirely your responsibility.
12. If you have made any changes to your room layout since your pre-fit survey and have not notified us in writing, we will neither accept responsibility for additional costs nor be held liable for any returns of products specified within your supplementary works quotation.
13. Definition of 'Supplier' – The Company you have chosen to purchase your kitchen from.
14. If you have rubbish removal on your contract, please note that this is not carried out by our company. It only includes removal of the existing kitchen and the packaging/waste from the new kitchen. Any waste, rubble, plasterboard etc. generated from the quoted supplementary works will not be included in this and you will need to arrange for the waste removal yourself. We are unable to remove any waste as we do not have waste carriers' licence.

Payments and deposit

15. Our quotations/supplementary guide prices are valid for 14 days.
16. An initial deposit of £250 is due 10 week prior to the installation date and one further payment as detailed on your quotation.
17. The final balance of the supplementary works will be calculated based on the actual works carried out and the balance payment is required in full on completion of the supplementary works, or if the payment is payable directly to the tradesperson – plumber, electrician, gas safe, plasterer, tiler, fitter etc. – in which case the terms agreed with them will apply.
18. Payment cannot be withheld should a ‘Supplier’ item be missing, which holds up the completion of any supplementary work.

Asbestos

19. Please note if your house was built on or before 2000 and has artex we will require an asbestos test before we carry out any work on your ceiling or walls. Any asbestos within your property remains the responsibility of the customer and should you believe there to be any asbestos you SHOULD call your local council for advice and guidance. Further, should we discover asbestos or what we believe to be asbestos, works will halt immediately, and the customer will be responsible for testing arrangements and the safe removal where required.

Worktops

20. Specialist worktops – granite, quartz, marble, etc. will add a minimum of 15 working days to your installation. Therefore, your installation from start to finish will take circa 25 working days (excluding supplementary works and unforeseen works).
21. Laminate worktops – the joins on your worktop are not waterproof, you should not leave pools of water on them as this could affect the join integrity.
22. Wooden worktops – must be regularly oiled and preserved as described by the supplier / manufacturer of the worktops.

Unforeseen works

23. The pre-fit survey carried out by the Installer is not invasive. If issues come to light during the actual installation that was not visible during the pre-fit survey, additional costs may be incurred. This will of course where possible be discussed before additional works are carried out.
24. Unforeseen works (excluding specialist works – gas, plumbing and electrics charged at £50 per person per hour) will be charged at £40 per person per hour excluding materials. These works may include but not be limited to; reinforcing any stud wall with ply / wooden inserts before hanging your wall units, replacing rotten floors, boxing in, modification of kitchen cupboards or worktops, replacing plasterboard, skirting, architrave etc.
25. Stud walls may require reinforcement / additional supports before hanging wall units. This will be charged at £40 per person per hour excluding materials.

Computers

26. Any computers, Sky box, Virgin box, Freeview box or any other type sensitive equipment that may contain any type of computing circuits / components must be

unplugged before we carry out any electrical works. The unplugging from the mains power is the customer's responsibility; we cannot take any responsibility for damages or losses.

Gas

27. During any works should we find any unsafe pipework (i.e. leaks) work will halt immediately until rectified. Should you want us to rectify the issue the works will be chargeable at the specified hourly rate.
28. If your design includes the boxing in of a boiler, please forward us a copy of the boiler manual for confirmation of ventilation requirements and please confirm by email that your boiler service engineer is happy for the boiler to be housed and space required for servicing.

Plumbing

29. Unforeseen pipe work alterations are chargeable at time and materials - These will of course where possible be discussed before additional works are carried out
30. Water softeners – no guarantee can be given regarding a water softener fitting into a sink unit. The position of the hot and cold feeds, waste, waste trap etc. may all obstruct the water softener.
31. Hot water tap – no guarantee can be given regarding a hot water system fitting into a sink unit. The position of the hot and cold feeds, waste, waste trap etc. may all obstruct the hot water tank.
32. Installing existing/old appliances – we cannot accept liability for a failure of connection hoses, washers or any other connection that is reused.
33. Central heating valve, radiator valves, stopcock, any water cut off valve may fail at any time and we cannot be held responsible or liable for TRV's, bleed valves on radiators etc. should they fail whilst we are opening and/or closing them.
34. Existing services – hot water feed, cold water feed, waste outlet, gas feed – may have an obstruction or potential obstruction that becomes dislodged or causes an issue whilst works are being carried out. We cannot be held responsible or liable for any such issues and rectification of the problem will be charged at the specified on our current works schedule.

Plastering

35. Our plasterer will only plaster up to any pipework, fixed items such as boilers, cables or any other fixed item or obstruction.
36. Please note, wooden surfaces such as boxing or wooden beams cannot be plastered.
37. In the event that your walls are not in a good state of repair it may be necessary to completely remove the old plaster/undercoat back to the brickwork or blockwork. Please note these works fall within unforeseen works.

Decorating

38. If you choose to decorate your walls/ceiling before your installation commences our fitters will do their best to not scuff or mark walls, however, we cannot accept liability for any marks or scuffs that may happen during installation. You may need to do some redecoration on completion of your kitchen installation.

Installation of customer appliances

39. Installation of customer supplied – existing or new appliances – are not included within your supplier fitting costs.

Flooring

40. If the customer is keeping their existing or fitting a new floor prior to the start of the installation, the customer is responsible for protecting the floor.
41. We cannot guarantee the footprint of the new kitchen will match the existing one. You may be left with areas of untiled/unfinished floor.
42. Plinths and panels will be cut to the existing floor unless otherwise requested by the customer.
43. Plywood can be fitted as a direct replacement; however, we cannot guarantee the level of your floor or the soundness of your existing floor joists.
44. Please note that the thickness of your new flooring material may vary from your existing flooring resulting in unsightly marks on your skirting or similar finishing materials, further, there may be a variance in threshold levels from one room to the next.

Walls

45. In the event that your walls are not in a good state of repair following the removal of your kitchen or tiles, we may have to replace plasterboard or skim/plaster the walls which fall within unforeseen works.

Electrics

46. We can't guarantee the appropriateness of your fuse board until a full test has been carried out. In the event that your fuse board does not pass testing, or should we not be able to source parts for your fuse board, we will provide a quotation to supply and install a new board.
47. During any works should we find any unsafe wiring work will halt immediately until rectified. These works will be chargeable at the specified hourly rate.
48. If the customer is having the consumer unit (fuse box) upgraded this must be done before we commence works and an electrical certificate supplied.
49. All of our consumer unit upgrade quotes cover the cost of supplying, fitting and certifying the consumer unit only.
50. If you have economy 7, economy 10 or similar, or if you have a non-standard board configuration additional costs will apply.
51. Additional costs (charged at £50 per person hour) will be incurred for: -
52. Electrical fault finding
53. Replacement of wiring
54. Fixing or rectifying loose or bad connections
55. Rewiring – subject to a written quotation
56. The routing of electrical cables through areas without 'Free Access'

VAT

All prices are subject to VAT at the prevailing rate.

General Data Protection Regulations (GDPR)

1. Your address may be requested by Carlito's Kitchens & Bathrooms Ltd for the purposes of conducting work. Where an Electrical or Gas Installation Certificate is to be completed at an address other than where you live, your home address is still required for the purposes of completing the certificate.
2. Your phone number may be requested by Carlito's Kitchens & Bathrooms Ltd for the purposes of speaking about the work to be conducted/being conducted at that time but will not be saved in the mobile phone without your written consent.
3. Your email address may be requested by Carlito's Kitchens & Bathrooms Ltd for the purposes of contacting you about work to be conducted/ being conducted at that time. Webmail will store the email address but you will not be contacted after the business agreement has been concluded unless you have provided written consent to allow this. If you wish your email address to be deleted from Carlito's Kitchens & Bathrooms Ltd Webmail account please request to do so in writing.
4. On production of an invoice from Carlito's Kitchens & Bathrooms Ltd your Name and Address will be printed on this document. Carlito's Kitchens & Bathrooms Ltd is required by HMRC to hold hard copies of these invoices for up to 7 years. Your invoice will be stored in a digital format for the required period and stored under a password protected account.
5. Quotes requested by Carlito's Kitchens & Bathrooms Ltd that hold personal information will be deleted 28 days from the date it is produced if the Quote is not actioned.
6. If the Quote is agreed and work is commenced a digital copy of the quote will be stored for a maximum of 12 months before being deleted under a password protected account.
7. Carlito's Kitchens & Bathrooms Ltd uses firewalls and network security to protect your information.
8. All data held by Carlito's Kitchens & Bathrooms Ltd is reviewed every 28-31 days and any data not required or not necessary to keep is deleted.
9. You have the right to request all personal data held about you is deleted and this will be done by Carlito's Kitchens & Bathrooms Ltd as soon as is practicably possible after receiving such a request.