

Terms & Conditions

Our standard terms for plumbing, heating and gas work

Last Updated: July 2026

Quick Reference

Quote Validity: 14 days from issue (or until end of supplier sale)

Final Payment: Strictly within 14 days from invoice date

Cancellation Period: 14 days (Consumer Contracts Regulations 2013)

Dispute Reporting: Within 14 days of invoice date

Payment Schedule

- **Deposit:** Where Mend Your Home feels a deposit is required to cover an initial liability or materials. We accept payment by card, but prefer cash or bank transfer (BACS). Payment links for card payments can also be provided. We do not accept cheques.
- **Multi-Payment:** Payments may be staggered, such as after each completed day or week, or on completion of individual milestones.
- **Single Payment:** A single payment may also be accepted depending on the length, cost, and scale of the work. This will be agreed upon before work commences.
- **Final Payment:** Due on satisfactory completion of the job. Payment is required either immediately upon presentation of the invoice, or strictly within 14 days from the date of the invoice, depending on the agreed terms.
- **Emergency & Out-of-Hours Work:** Emergency and out-of-hours work (including evenings, weekends, and bank holidays) may be subject to premium rates. These will be communicated to the Customer before work commences.
- **Late Payments (Commercial/Business):** We reserve the right to claim statutory interest at 8% above the Bank of England base rate on late payments in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
- **Late Payments (Residential):** We reserve the right to charge interest on overdue amounts at a rate of 4% above the Bank of England base rate, calculated daily from the due date until payment is received in full.

Facilities & Site Access

We may require access to the following services in order to complete the works:

- Mains water tap
- Gas meter, Boiler
- Toilet facilities
- Mains electricity
- Parking: The Customer must provide parking permits or cover the cost of parking for the Contractor's vehicles for the duration of the Works.

1. Definitions

- "Agent" means a person or organisation who acts on behalf of the Contractor.
- "Contractor" means Mend Your Home and any of their employees and/or agents.
- "Customer" means the person, persons, or company requesting the Works.
- "Site" means the location where the Works will be undertaken.
- "Working period" means the date/s that the Contractor and the Customer agree for the works to be completed.
- "Works" means the scope of work agreed, within the attached quote, to be completed by the Contractor for the benefit of the Customer.
- "We" means the business "Mend Your Home", "I" or the person making the quote.

2. Contractor's Responsibilities

The Contractor agrees to:

- Complete the Works carefully and competently.
- Supply materials that are new or refurbished accordingly, unless agreed between the parties. The use of used or pre-existing parts/pipework cannot be subject to warranties and guarantees. Used or second-hand items fitted at the request of the Customer are installed entirely at the Customer's own risk. We accept no liability for the failure, unsuitability, or deterioration of the part itself, though we will install it with reasonable care and skill. Any subsequent call-outs, repairs, or replacements required due to faults with customer-supplied or second-hand parts will be fully chargeable.
- Take reasonable steps to minimise health and safety risks to themselves, agents, the Customer, and others.
- Take all reasonable steps to minimise environmental damage.

We will carry out the work in conformity with this contract and take reasonable care. Where relevant and appropriate, we will notify Building Control or Gas Safe of your installation following completion.

We may need to isolate water, gas, and electrical services; we will give reasonable notice and minimise any period of isolation. We reserve the right to substitute quoted products for other

products of equal quality suitable for the intended purpose.

3. Customer's Responsibilities

The Customer agrees to:

- Take notice of all safety warnings given by the Contractor.
- Follow any reasonable instructions given by the Contractor in respect of the Works.
- Not allow any unauthorised persons (including children) or pets/animals to access the Site during work times or when work is not yet complete and poses a risk (e.g., holes, trip hazards, debris, sharp objects).
- Give the Contractor access to the Site during the agreed working hours throughout the working period.
- Keep the Site clear of obstructions to allow the Contractor to carry out the Works safely.
-

Important Safety Notice

Customers shall not turn on any electricity, gas, or water that has been turned off at the mains. Doing so may cause harm to others and damage to property. Before turning on any services, the Customer must ask the Contractor.

If Mend Your Home works alongside another contractor hired by the Customer, we are not responsible for that contractor's punctuality, absence, misconduct, delays, workmanship, or general building issues.

The Customer must confirm that the dwelling is not a listed building, or have sought proper advice/consent for allowable works.

Gas Safety & Unsafe Situations

Any gas work is subject to inspection. If found unsafe, it cannot legally be worked on or must be capped off to comply with the law. The Customer must be aware that the Contractor's time is owed regardless of such events. A boiler, cooker, fire, or gas pipe may appear to work properly but be legally unsafe. The Contractor must act according to the law. Rectifying unsafe situations discovered during a routine service or install will incur additional costs or require a separate engineer. The cost of works carried out or booked in must be paid in full, as the Contractor is not liable for previous

faulty installations or unsafe situations in your home.

4. Cooling-Off Period

Cancellation Rights under the Consumer Contracts Regulations 2013:

There are certain circumstances where the Customer has 14 days from the day after the contract was agreed to cancel this Agreement. This applies where the contract was agreed in the Customer's home or outside of the Contractor's business premises. If the Customer wishes to cancel, they must inform the Contractor via email or in writing within 14 days.

Commencing work within the 14 days: By instructing us to commence Works (including emergency call-outs, urgent repairs, or accepted quotes) before the 14-day cancellation period expires, the Customer explicitly requests immediate commencement and acknowledges they are liable to pay for all labour and materials provided up to the point of any cancellation. If the Works are fully completed within the 14 days at the Customer's request, the right to cancel is lost entirely.

Customers do not automatically get a cooling-off period if:

- They have something specially made/custom-cut for the Works (e.g., custom pipework, bath frames, fitted woodwork).
- The Customer invites the Contractor into their home for urgent repairs or maintenance.

5. Changes to the Completion Date

We will endeavour to carry out the Work on the agreed date, but this may be subject to change. We shall not be liable for any delay or losses arising as a result. Time shall not be of the essence.

The working period may be extended or cancelled if the site has pre-existing issues requiring rectification before works continue (e.g., damaged floors unable to support a bath, inadequate/unsafe gas pipework, or damaged walls/roofs). Extensions to make the site safe or suitable will be at an additional cost to the Customer.

6. Force Majeure & Hidden Hazards

If circumstances beyond the Contractor's control prevent or impede the Works, the Contractor may terminate this Agreement or pause until circumstances cease. Circumstances include but are not limited to: unavailability of materials, unsafe site conditions, adverse weather, strikes, natural disasters, fire, serious illness, and government orders.

Hidden Hazards: If during works the Contractor uncovers causes for concern such as mould, rot, weak/water-damaged joists, floorboards, or potential health hazards (e.g., Asbestos), work will cease immediately. Any specialist removal or structural reinforcement required will be at the Customer's expense before works can resume.

7. Intrusive Works, Flooring & Making Good

- **Floorboards & Carpets:** Accessing concealed pipework often requires lifting carpets, laminate, or floorboards. While we exercise reasonable care, older boards (especially tongue-and-groove) may unavoidably split or break upon lifting. We will refit lifted boards and relay carpets to the best of our ability; however, we are not professional carpenters or carpet fitters. We cannot guarantee carpets will sit perfectly flat. The Customer assumes responsibility for hiring and paying a specialist to repair, replace, or re-lay flooring if they require a perfect finish.
- **Plaster & Decorating:** Installing pipework, boilers, or flues often requires drilling or chasing into walls. We will patch major holes we create with basic filler ('making good'), but we do not provide painting, sanding, or decorating services. Furthermore, drilling can cause vibrations that may dislodge loose plaster in adjacent rooms. We are not liable for such incidental damage to decorations.
- **Dust & Valuables:** Plumbing is an inherently messy trade generating dust, soot, or minor water spills. We will use dust sheets and clear our immediate rubbish, but the Customer is strictly responsible for removing or covering unprotected furniture, electronics, and valuables in or near the work area prior to commencement. We are not liable for dirt or damage to items left exposed.
- **Concealed Utilities:** We accept no liability for accidental damage to hidden, unmapped, or incorrectly routed pipes or cables within walls or floors, provided we took reasonable precautions.

8. System Upgrades & Existing Pipework

When upgrading an older heating or hot water system (e.g., converting a gravity-fed system to a high-pressure combi boiler or unvented cylinder), the newly introduced mains pressure will naturally expose any pre-existing weaknesses in your older pipework, valves, or radiators. We accept no liability for leaks or failures that occur on your existing system plumbing as a result of this necessary

pressure upgrade. Any subsequent repairs to existing pipework will be quoted and charged separately.

9. Diagnostics, Fault Finding & Sequential Failures

Heating systems and boilers are complex networks. When diagnosing a fault, the Contractor will use professional expertise to identify the failing component based on the symptoms presented. However, the Customer accepts that fixing one primary fault (e.g., replacing a Pressure Relief Valve or PCB) may re-pressurise the system or restore power, thereby revealing a secondary, underlying issue (e.g., a failed Expansion Vessel or seized pump) that was impossible to diagnose until the first repair was completed.

Our quotes and estimates cover strictly the specific parts and labour detailed within them. They are not a blanket guarantee to restore the entire system to full working order if multiple components have failed sequentially.

If subsequent parts or labour are required after the initial quoted repair is undertaken, these will be subject to a further quote and additional charges. The Customer remains liable for the full cost of the initial parts fitted and labour undertaken, even if those parts do not independently resolve the overall system issue.

10. Abortive Visits & Access

If we arrive at the Site at the agreed date and time but are unable to gain access, or if the Customer cancels a scheduled visit with less than 24 hours' notice, we reserve the right to charge an abortive visit fee (equivalent to our standard call-out charge or an hourly rate for time lost).

11. Termination & Right to Refuse Work

The Customer has the right to terminate if the Contractor acts recklessly regarding health and safety, or files for bankruptcy. The Customer must pay for all work/materials provided up to the point of cancellation.

The Contractor has the right to terminate if the Customer does not pay amounts due, obstructs safe working conditions, or files for bankruptcy.

Right to Refuse Work: Mend Your Home reserves the right to decline or withdraw from any job where the site conditions, customer behaviour, or scope of work is deemed unsafe, unreasonable, or outside our professional competency.

12. Additional Works, Variations & Materials

Any further works differing from this Agreement require a separate quote. If materials are substituted for products of differing quality/value by agreement, the price difference becomes due and payable by the Customer upon receipt of an invoice.

13. Waste Removal

Unless explicitly stated in the Quotation, the removal of waste, rubble, and old materials (including old boilers, radiators, and bathroom suites) is not included in the price. The Customer assumes responsibility for the disposal of such waste, or Mend Your Home can arrange removal for an additional agreed fee.

14. Powerflush & MagnaCleanse

A flush restores heating performance by breaking down limescale and sludge (Magnetite). While it is the best way to cleanse a system, we cannot guarantee it will completely clear all deposits. In rare instances, blockages are so severe that pipework must be cut out and replaced (this incurs extra charges).

Corrosion and scale cause internal damage. Depending on how advanced this damage is, leaks may occur during or after the flush. The flush does not cause leaks; it uncovers them by removing the sludge sealing them. Mend Your Home is not responsible for any leaks or subsequent damage to decorations, furnishings, or existing pipework uncovered during a flush. Such damage is not covered under our guarantee. Repairs for leaks that occur during the process will be carried out at our standard labour rates plus parts.

15. Cookers, Hobs & Ovens

Cutting of worktops may be necessary to install new appliances. The Customer accepts this may cause damage to the worktop material. We take reasonable precautions but are not responsible for

unavoidable damage during cutting or when removing old appliances. Unforeseen pipe or electrical alterations required during installation will incur additional charges. The Customer must ensure the appliance supplied is suitable for their intended use.

16. Estimates, Quotes & VAT

Estimates and Quotations remain open for 14 days, though we reserve the right to withdraw them at any time. At any time that we are VAT registered, our prices are subject to VAT and any changes in the VAT rate.

17. Government Grants & Cashback

We are not responsible for the success or failure of any application for government grants or cashback offers. You remain fully liable for paying the Contractor in full, regardless of whether you receive third-party funding.

18. Planning Permission

Most installations do not require planning permission. However, if your property is listed, in a conservation area, or requires a flue extension, you may need permission. You are solely responsible for contacting your local authority. We are not liable, nor will we offer refunds, for Work carried out where permission was required but not obtained.

19. Manufacturer Warranties

Any Boiler or appliance purchased is subject to the manufacturer's warranty terms. To remain valid, boilers typically require an annual service by a Gas Safe engineer. The Customer must keep records of these services.

20. Retention of Title

Risk of damage to or loss of the goods/materials supplied shall pass to the Customer upon delivery to the Site. However, legal and beneficial ownership (Title) of all boilers, parts, and materials supplied by Mend Your Home shall remain with Mend Your Home and shall not pass to the Customer until the corresponding invoice has been paid in full. Until payment is received, Mend Your Home

reserves the right to enter the premises to recover our goods.

21. Dispute Reporting Timeframe

We pride ourselves on our workmanship. However, should the Customer discover any fault, snag, or dispute regarding the Works completed, they must report this to us in writing within 14 days of the invoice date. Failure to report issues within this timeframe may result in any remedial visits being treated as a standard chargeable call-out.

22. Limitation of Liability

Subject to our statutory legal obligations (including those which cannot be legally excluded, such as for fraud or personal injury), we are not liable to you for:

- Any defect/damage arising from fair wear and tear, wilful damage, negligence, third-party damage, failure to follow instructions, or unauthorised alterations.
- Any loss due to fire, theft, or other risks normally insured under a household policy.
- Any delay in carrying out the Work and related costs.
- Any costs arising out of our need to cancel the Work if it cannot be safely carried out.
- Any breakdown caused by inadequate servicing or third-party interference.
- Any defect or breakdown which is due to the integrity or suitability of the existing plumbing, gas, or electrical systems.

23. Agency and Assignment

We are not liable for errors or damages caused by other independent contractors hired by the Customer.

24. Whole Agreement

The parties expressly agree this is the final Agreement and dictates the work to be carried out.

25. Non-Limitation of Statutory Rights

The rights and remedies provided under this Agreement are in addition to the Customer's statutory consumer rights.

26. Contracts (Rights of Third Parties)

Nothing in this Agreement confers any right to enforce any of its terms on any person who is not a party to it.

27. Jurisdiction

This Agreement shall be construed in conjunction with English law.

28. Media & Photography

The Contractor takes photographs and video recordings of the Works (including 'before', 'during', and 'after' stages) for internal training, evidence of work completed, and future reference. The Customer also grants permission for this media to be shared publicly across our website and social media channels for promotional or educational purposes. We highly respect your privacy: any publicly shared content will focus on the plumbing and heating work itself. No sensitive or identifying personal information will be published. All media is handled in accordance with our [Privacy Policy](#).

29. Acceptance of Terms

By paying the initial deposit, allowing the job to commence, or confirming the quote in writing, the Customer automatically enters into a binding contract and agrees to all these terms and conditions. If the Customer does not agree, they must request amended terms or terminate the job prior to work commencing.