



General Terms and Conditions

1. Introduction These Terms and Conditions ("Terms") govern the services provided by Parklane Property Services ("Company," "we," "our," or "us") to customers ("Client" or "you"). By engaging our services, you agree to be bound by these Terms.

2. Services Parklane Property Services provides wetroom installations, plumbing, heating, electrical work, adaptations, and general building services. The scope of work, pricing, and timelines are outlined in individual contracts or quotations issued to Clients.

3. Quotations and Pricing

- All quotations provided are valid for 30 days unless otherwise specified.
- Prices are subject to change if material costs increase or if additional work is required.
- Any changes to the agreed work may result in additional charges.

4. Booking and Payments

- A deposit may be required before commencing work.
- Payment schedules will be outlined in your contract.
- Full payment is due upon completion unless otherwise agreed.
- Late payments may be subject to interest charges as per UK Late Payment Legislation.

5. Cancellations and Refunds

- Cancellations must be made in writing.
- Deposits are non-refundable unless the cancellation is due to our inability to complete the work.
- If work has started, the Client is liable for costs incurred up to the cancellation date.

6. Warranties and Guarantees

- Workmanship is guaranteed for 12 months from completion, subject to fair usage.
- Manufacturer warranties apply to materials and appliances used.
- Warranty does not cover damages caused by misuse, neglect, or external factors beyond our control.

7. Liability and Insurance

- We hold public liability insurance covering accidental damage.
- We are not responsible for unforeseen issues such as structural defects or pre-existing plumbing/electrical faults.
- Clients must ensure access to the property and provide necessary permissions before work begins.

8. Health and Safety

- We comply with all UK health and safety regulations.
- Clients must inform us of any hazards that may affect our work.

9. Complaints and Dispute Resolution

- Complaints should be submitted in writing within 14 days of work completion.
- We will aim to resolve disputes amicably. If unresolved, the matter may be referred to an independent mediator or legal proceedings under UK law.

10. Data Protection and Privacy

- We process personal data in accordance with UK GDPR regulations. Our Privacy Policy details how we collect, use, and protect your data.

11. Governing Law These Terms are governed by and interpreted under the laws of England and Wales.

For further information or inquiries regarding our Terms and Conditions, please contact us: ✉ Email:

info@parklanewetrooms.co.uk ☎ Phone: 01462 226 617