

THE SILVER SWEEP - TERMS AND CONDITIONS

Acceptance of our work and bookings in with us is also acceptance of our Terms and Conditions, which are as follows below.

We reserve the right to add to and / or amend our Terms and Conditions of trading without giving prior notice.

Payment Terms and Conditions

1. Payment

- 1.1. Chimney sweep service must be paid on completion unless otherwise agreed. Invoices must be paid within days allowed.

2. Your Obligation

- 2.1. You agree to ensure that the information you supply for your booking with us is complete, accurate and up to date.
- 2.2. You will notify us immediately you become aware of any inaccuracy contained within your booking.
- 2.3. Pre-arranged appointments with the chimney sweep are taken on the understanding that an Adult will be present at the appointment time. If we are unable to obtain access to the premises this will be considered a cancellation and Section 5.2 will take effect.

3. Liability

- 3.1. Advice and information given as part of the service provided by The Silver Sweep is given in good faith, but we can only carry out a brief visual inspection and has not investigated any inaccessible and / or concealed areas, the information must not be relied upon in any way. Chimneys are affected by the way they are used, the weather and many other conditions not known to us. If you have any safety concerns, please talk to The Silver Sweep who will be delighted to do all they can to help. The certificates provided are not a guarantee or warranty that any fireplace, heating appliance, boiler, flue or chimney stack is safe. The Silver Sweep cannot warrant that there are no potential defects in the flue or your chimney arising from fair wear and tear, wilful damage, accident, negligence by you or any third party without special instruction for investigation. The Silver Sweep cannot warrant the failure to use the appliance etc as recommended by the manufacturer of the appliance, heating appliance, boiler or flue, failure to follow the manufacturers instruction, or any alterations or repairs carried out by you or any third party are not covered by ourselves.

4. Pricing

- 4.1. The price for chimney sweeping will be advised at time of booking. Any further repairs / parts required will incur an extra charge.

- 4.2. Payment is due from you on completion of the sweeping process. If we do not receive payment from you on orders, we reserve the right to cancel orders and or repossess. All parts remain property of The Silver Sweep until payment is made in full.
- 4.3. We do not send payment receipts or booking confirmation by post. Payment confirmation will be sent to the email address you provided.
- 4.4. Accepted methods of payments are Cash, Cheque and Bacs.

5. Cancellation

Cancellation MUST be made by telephone call ONLY to a member of staff.

- 5.1. Should you wish to cancel or reschedule a booking; you agree to give us as much notice as is reasonably practicable. However, if less than 24 hours is given, we reserve the right to charge half of the full amount owed.
- 5.2. If you cancel the booking with less than 12 hours' notice we reserve the right to charge £45 as a cancellation fee.
- 5.3. Answerphone messages and emails are NOT an accepted method of cancellation of our services.

6. Complaints

- 6.1. Any complaints regarding our goods or service must be made within 10 days of the service or goods being delivered.
- 6.2. Any complaint must first be made to The Silver Sweep. If no satisfactory result is made within a reasonable time, it is suggested that you contact Trade Association listed on your sweeping certificate to take your complaint further.

7. GDPR (General Data Protection regulation) 2018

- 7.1. When a booking is made you understand that we will keep your house and contact details on file, and you give us permission to contact you when your chimney becomes due for sweeping. The use of our services is acceptance of these terms and signatures are not required to prove acceptance.

8. E & OE

- 8.1. Every effort has been made to ensure the terms and conditions are as up to date as possible, but we do accept any errors and omissions are excepted.