

Terms and Conditions

- 1) **Price**
 - a. Prices are fixed and appear on the web site and are inclusive .
 - b. Please see www.flat-pack.info for up to date details.
- 2) **Payment**
 - a. Payment is due on completion by cash or cheque with bankers card.
 - b. We may recover any costs incurred for any cheques returned by the bank for whatever reason. c. For business customers, payment is due on completion as above or if invoicing is agreed then payment is due within 14 days of the invoice date.
 - d. Any payments not made within 7 days may be viewed as bad debts and appropriate steps taken to recover them.
 - e. If a job cannot be completed due to incorrect, damaged or missing parts, payment is due for the hours worked.
- 3) **Receipts**
 - a. Receipts are only issue by post or email (pdf) if requested
- 4) **Estimates & Quotations**
 - a. Since we do not conduct site surveys, all duration and prices stated are estimates only.
 - b. The duration of the work is estimated based on the information provided by the customer, and an indicative price is quoted.
 - c. We never quote a fixed price. Every effort is made to be accurate when estimating the duration of work, however from time to time this may vary and we will charge for the hours worked.
- 5) **Main Factors Affecting Time To Assemble**
 - a. Items for assembly differ from those described
 - b. Additional items for assembly omitted from estimate. Often wardrobes have optional items such as extra shelves, drawers, sliding parts and so on, that have been assumed by the customer to be included, we don't know unless you tell us.
 - c. Boxes need to be carried to the room
 - d. Confined working area i.e. small room or small space to work
 - e. We have to constantly move your possessions to make space to work.
- 6) **Charges**
 - a. Work will be charged in half hours (rounded up) based on the number of man hours worked.
 - b. Some items require two people; in this case you may be charged the first hour twice for each person. c. Additional tasks requested once on site (such as the assembly of additional items) will be charged at the rates agreed. An estimate will only be provided if requested.
- 7) **Cancellation Call Out Charges**
 - a. If we receive less than 24 hours notice to cancel or postpone a job, or if we have arrived on site or if we are en route, we reserve the right to levy a call out charge.
 - b. The call out charge is normally 2 hour (per person), and may include mileage where appropriate. c. If a job is postponed at short notice two or more times we may refuse to reschedule and cancel the job completely.
- 8) **Aborted jobs**
 - a. In some cases jobs may be aborted and payment will still be due for the hours worked, dependent on the reason for aborting the job. Every effort will be made to complete the job, once the reason for aborting it has been overcome.
 - b. If there is a risk to our team on Health and Safety issues a job may be aborted.
- 9) **Children & Pets**
 - a. Please keep all children and pets away from the assembly area as they can knock over items during assembly leading to damage or creating Health and Safety issues.
- 10) **Complaints**
 - a. If you have a complaint that is not resolved by our assembler, please call our office to discuss, write or email and we will do our best to resolve your complaint.
 - b. If necessary we will log a complaint or send you a complaint form to fill in, and then follow our complaint procedure to resolve the issue(s) raised.
- 11) **Remedial Work**
 - a. If you have any problems with our work after we have finished, we will return free of charge to rectify the problem. Please call our office should this be required, we aim to return within 10 days.
 - b. You must give us the opportunity to put right or make good any problems with our work. If you attempt to rectify a problem with our work yourself or engage another party without our consent, we reserve the right to charge the full amount.
- 12) **Punctuality**
 - a. We aim to be on time for all jobs, however road congestion, road works and earlier jobs can cause unavoidable delays. We will endeavor to notify should this occur as early as possible.
 - b. In some cases we use public transport, occasionally trains are delayed and assemblers cannot notify anyone when underground.