

### Terms of Service: Repairs and Call Outs

#### **1. Guarantee**

We provide a 12 month guarantee on labour carried out by a London Roofing Specialist in respect to any faulty workmanship on roof repairs roofs only. This is active from the date the work is completed and is additional to any manufacturer's guaranties/warranties.

The workmanship guarantee will be void if the work or material supplied by us is:

Subject to misuse or neglect

Repaired, modified, or tampered with by anyone other than a tradesperson working for London Roofing Specialist. We accept no liability for or guarantee suitability of materials supplied by you and will accept no liability for any subsequent damage or fault.

We will not guarantee any work undertaken on instruction from you or other party not approved by London Roofing Specialist.

Work is only guaranteed in respect to work directly carried out by us with full payment having been made. Any non-related faults arising from recommended work which has not been undertaken by us will not be guaranteed.

#### **2. Call Out Charge**

To provide a London Roofing Specialist tradesperson we require a payment of 1 hour upfront, at our current rate of £95, which will act as the minimum charge for site attendance on potential repairs and smaller works.

#### **3. Service and Labour Charge**

Our standard rate is £95 an hour for repairs and callouts. This does not include the cost of material and is solely charged against the hours of which a London Roofing Specialist tradesperson is on site.

#### **4. Access and Scaffolding**

Should the roof requiring work not be safely accessible, a quote for scaffolding will instead be offered to provide the needed safe access. The construction and removal of this scaffolding can be carried out by London Roofing Specialist after full payment for the scaffolding invoice is complete.

#### **5. Material**

Additional materials needed beyond the original scope of the job may increase the overall cost of the works and in turn see the invoice charge increased.

Price increases in materials during works may also see the invoice charge increase proportionately to said increase.

## **6. Diagnostics and Further Works**

When London Roofing Specialist attends to carry out a roof repair, we will do everything in our power to diagnose the fault; in some circumstances, this can be a process of elimination. London Roofing Specialist endeavours to find and fix the fault during this first visit. However, should the problem persist, we offer a second visit where diagnostics are free of charge. Any further work required to the roof will be chargeable, and quoted in advance

## **7. Invoice and Payment**

Upon your agreement for us to carry out estimated or prearranged work, a deposit of 30% of the total is payable immediately. We reserve the right to request full payment in advance at our discretion.

Upon completion of the work you will be invoiced, for which payment is due on receipt. London Roofing Specialist reserve the right to accrue and charge interest on any part of an invoice that remains unpaid at a rate of 5% over the base rate until payment is received by us in full.

You accept full liability to make payment in full, unless you disclose when initially instructing us, to carry out work and/or supply materials that you are acting on behalf of a third party.