

Terms and conditions for our services, sales and website

Introduction

Prompt and Precise is a trading name of Prompt and Precise LTD.

Please read the terms and conditions carefully before engaging in our services. By appointing us to carry out a diagnosis; diagnosis and repair or purchasing an appliance from us, verbally or by email, you are agreeing to the terms that are illustrated below. The terms displayed on our website will govern our services and our sales in effect on that date.

Our terms and conditions for use of our website use specifically consist of our Cookie Policy and Privacy Policy. You are required to agree to these upon entering our website. We do not accept responsibility for issues that arise as a result of internet use, for example, malware. We reserve intellectual property rights for our own graphics, text, photographs and logos, excluding company logos by various appliance manufacturers on our homepage. You must write to us for permission if you wish to use any of the content on our site, excluding the aforementioned company logos, of which, the respective companies should be contacted directly. You may link to our website, provided you do so in a way that is fair and legal.

These terms and conditions do not affect your statutory rights.

Changes to this agreement

From time to time we will revise this agreement. Please review the agreement before appointing or purchasing from us as they may be different from when you appointed or purchased from us in the past. If you do not agree to such changes, you should not appoint or purchase from us. All of our appointments and the sale of goods are subject to these terms and conditions.

Third Party Sites and Content

Whilst we may display logos by third parties on our website, work uniform and marketing material, they should not be regarded as an endorsement, affiliation or association with the third-party in question. We do not accept any responsibility for the actions of third parties that we reference. Please refer to the respective companies for their own policies.

Our Services and Sales

1. Website sales

1.1 Refurbished appliances for sale on www.promptandprecise.co.uk

Prompt and Precise LTD retail refurbished appliances. Refurbished appliances are appliances that are in used condition and have been checked, serviced or repaired by Prompt and Precise LTD before the point of sale.

Refurbished appliances retailed on our website include delivery and installation in properties within a 30 mile radius of Badgers Rise, Woodley, Reading, Berkshire, RG5 3AJ. Delivery and installation will be booked after the cost of the appliance is paid in full by our online payment system provided by Stripe.

Unpaid goods remain the property of Prompt and Precise LTD.

1.2 New appliances for sale on www.promptandprecise.co.uk

The goods for sale can only be delivered and installed in Berkshire and the surrounding counties of Wiltshire, Oxfordshire, Surrey and Hampshire. A delivery fee of 60p per mile will be added for appliances purchased on our website that need to be delivered/installed more than 30 miles from Reading office.

1.3 Guarantee of website goods for sale on www.promptandprecise.co.uk

Refurbished appliances sold on our website come with a 6-month refurbished appliance warranty provided by Prompt and Precise LTD.

If an appliance does not perform to manufacturers specification during the 6-month refurbished appliance warranty period, we will repair the appliance free of charge and cover the cost of parts.

Prompt and Precise LTD's 6-month refurbished appliance warranty does not cover the cost of parts or a replacement machine if:

- the fault(s) are caused by user error
- the drum spider has broken. This is where the drum detaches from the drum housing. This is caused by heavy washing machine loads.
- the machine has been disconnected from where it was installed by one of our engineers
- the machine has been worked on by an engineer that is not affiliated with Prompt and Precise LTD.
- machines that are not installed by Prompt and Precise LTD.
- The cover date begins on the day the machine was installed by Prompt and Precise LTD and will expire 6 months from that date.

1.4 Access

Measure door ways and access to where you would like the appliance to be installed before ordering. Prompt and Precise LTD cannot accept liability for a failed delivery attempt due to lack of access and the delivery fee will still be charged. We also cannot accept liability for failed delivery due to not being able to access the property for reasons such as:

- Not being provided access into the property when an appointment was pre-booked. All bookings allow our engineers to arrive within a 3-hour window to allow for traffic and extensions of time.
- A valid parking permit isn't supplied (we choose where to park at our own discretion, and will remain in a car park if we believe the permit provided is valid).

1.5 Returns/ Refunds of refurbished appliances

If a refurbished appliance cannot be repaired within the six month refurbished appliance warranty period, and doesn't confirm to the bullet points in paragraph 1.3, we will provide a full refund for the amount you paid for the appliance and delivery fee.

2. Repair of white goods

2.0 Access

All bookings are pre-agreed. Bookings should allow for a 3 hour window for our engineer to arrive. We cannot accept liability for failed repairs when we cannot access the property. Examples of this include (but are not limited to):

- The door to the property cannot be opened;
- A valid parking permit hasn't been supplied. Please note that it is at our own discretion where we choose to park our vehicle. If we do not believe a valid permit has been provided, we will not be able to complete the work.

2.1 Appointment of services on www.promptandprecise.co.uk

Prompt and Precise LTD can be contacted by our webform. Our engineers will respond by email to confirm availability and book an appointment.

Once an appointment is booked and confirmed by email, a binding contract between you and Prompt and Precise LTD is formed.

In the contract, our standard charges apply, regardless of the outcome of a diagnosis.

2.2 Appointment of our services elsewhere

Prompt and Precise can be contacted:

On Instagram @promptpreciserepairs

On X @promptprecise

On Facebook @promptandprecise

On Google directly

On Bing directly

On Yell

On Checkatrade

Our engineers will respond to confirm availability and book an appointment.

Once an appointment is booked and confirmed by the corresponding platform (or if an email is requested, by email), a binding contract between you and Prompt and Precise LTD is formed.

In the contract, our standard charges apply, regardless of the outcome of a diagnosis. 2.3 Incomplete repairs
Whilst we would like to repair every appliance, on occasions a repair will be incomplete where:

I. BER (beyond economic repair). This means that it would be more financially viable to purchase a replacement rather than complete the repair. The standard call-out fee for diagnosis would still apply. The machine would be deemed written off.

II. Parts not available. Parts may not be available because they are out-of-stock or obsolete (no longer manufactured). The standard call-out fee for diagnosis would still apply. The machine would be deemed written off.

III. Client does not want to proceed with the repair, regardless of part availability. The standard call-out fee for diagnosis would still apply.

IV. We were not able to access the property during the agreed appointment (subject to a 3 hour window).

2.4 Complimentary Visit (Goodwill visit)

If a machine has to be written off (paragraph 2.3), we may offer a complimentary visit (goodwill visit) to return and fit a new appliance you have supplied us.

A complimentary visit (goodwill visit) is booked at the engineers discretion and is subject to our availability.

One complimentary visit (goodwill visit) will only be offered:

- to fit a machine to replace the that was written-off
- within a three month period of the original call-out*
- when full payment has been received for the original call-out*

*The original call-out is the call-out where the engineer first diagnosed the appliance.

Prompt and Precise LTD does not accept liability for appliances supplied by you that are not of the correct dimensions and cannot be installed. A further complimentary visit (goodwill visit) will not be offered.

2.5 Return to Fit (Goodwill visit)

In order to provide a reasonably priced service, we offer a return-to-fit call-out free of charge. The purpose of this call-out is to fit parts that we didn't have with us during the first visit to complete a repair. This is provided as a goodwill gesture and should be treated as so. Therefore, it is provided at our own discretion, and we may choose to charge another call-out fee on some occasions.

2.6 Refunds

Whilst we make every effort to repair all of the appliances we are appointed to diagnose, repairing may not

be suitable if a part is no longer available or prohibitively expensive. As part of our duty of care, Prompt and Precise will always provide a quotation if parts are available to allow you to make a decision on whether to complete a repair. If you choose not to go ahead, the full call-out fee (aka. Labour fee) remains and is non-refundable.

3 Installing new appliances/ fitting other appliances

3.1 The services we provide

We offer a service to install new appliances supplied by us or by you. Our service is designed to fit like-for-like appliances in existing housings with proper water supply and drainage only. An appointment for installing or replacing appliances includes:

1. Disconnection
2. Removal of old appliance
3. Installation of new appliance
4. Testing

The appointment does not include carpentry, redecoration or the fitting of new water supplies, brown water outlets or electrical sockets. If the machine is different in size or shape, the installation may not be aesthetically pleasing and may require a carpenter to adjust cabinets/surfaces, or redecoration. Carpentry and redecoration by others. The fitting of sockets and the supply of inlets or outlets can be quoted for separately.

Prompt and Precise LTD does not accept liability for appliances supplied by you that are not of the correct dimensions and cannot be installed. The call-out fee will still be charged.

4. Appliance Cleaning

We offer a service to clean appliances. An appointment for cleaning includes:

1. Removal of surface grease and grime.
2. Removal of lint
3. Instructions on after-care

Cleaning cooking equipment can cause heat elements or wiring to short-circuit if moisture from the cleaning process makes contact with components. It is recommended that ovens are not used within 24 hours of cleaning, and the door is left open, to allow the appliance to properly dry and for condensation to escape. Effort will be made to limit/contain water in proximity to electrics and components. Liability cannot be accepted for damaged wiring or heat elements in cooking equipment due to cleaning.

5. Removals/collections

We offer a service to remove unrepairable appliances, appliances no longer required, or appliances that are beyond-economical-repair (BER). Prompt and Precise LTD is registered as a carrier, broker and dealer (Lower Tier) with the Environment Agency (UK) on the Waste Carriers and Brokers Public Register for England. The registration number is CBDL503115.

The improper carrying, brokerage and dealing of waste can result in unsafe, illegal or immoral practices. Should you choose for your waste to be disposed with others, ensure that personnel offering to dispose of waste carry a license with the Environment Agency. The register can be searched here: <https://environment.data.gov.uk/public-register/>

Local planning authorities provide a statutory duty to ensure that their residents can properly dispose of their own waste themselves. Most items can be disposed of for free. You can find the recycling centre closest to you on your local planning authorities website.

Paying for our Services and Sales

6. Payment

The individual and/or organisation who appoints us is responsible for ensuring that payment is made within the required billing period specified in clause 6.2.

We do not accept responsibility for chasing third parties for unpaid invoices.

We do not accept responsibility for disputes arising between the provision of work from Letting Agents, Property Management Companies or Manufacturers and their own clients.

If monies are to be received by individual other than the one specified on the invoice, they are to notify us whom the payment is coming from so we can reconcile the transaction. Using the reference number on the invoice allows us to reconcile this easily.

Unpaid invoices will result in a CCJ being issued to the individual and/or organisation on the invoice.

6.1 What do I pay?

Repairs to Domestic Appliances

The following charges apply to all new inspections (excluding re-calls, return-to-fits or goodwill visits):

- Labour fee (aka. standard call out fee)
- Additional labour fee if a further engineer is required (as applicable)
- Ancillaries - parking in paid-parking zones; ULEZ and congestion charges (as applicable)
- Parts (as applicable)

Our labour fees are listed on our website.

The cost of parts are quoted separately. Quotes are sent by email. We order a majority of parts on an as-and-when basis. Thus, we regularly will return to fit parts. Call-outs to return to fit parts are included in the labour fee.

Installation of like-for-like domestic appliances

The following charges apply to all new inspections (excluding re-calls, return-to-fits or goodwill visits):

- Labour fee (aka. standard call out fee)
- Additional labour fee if a further engineer is required (as applicable)
- Ancillaries - parking in paid-parking zones; ULEZ and congestion charges (as applicable)
- Cost of appliance (as applicable)

Our labour fees are listed on our website.

Plumbing

We quote on an individual basis.

Socket Installation

We quote on an individual basis.

Replacement of gas appliances/ sealing off gas supplies

- Labour fee (aka. standard call out fee)
- Additional labour fee if a further engineer is required (as applicable)
- Ancillaries - parking in paid-parking zones; ULEZ and congestion charges (as applicable)
- Cost of appliance (as applicable)

Our labour fees are listed on our website.

Please note: for agents who charge a commission fee for raising a works order, we will raise the cost of the call-out, spare parts and machines accordingly to cover the deficit.

6.1.5 Reasonable allowances

We aim to be transparent with our pricing and it is core to our business model providing you with an opportunity to access whether something is worth repairing before we undertake the works. Whilst we aim to quote for all parts prior to fitting on occasions, we may have to install additional parts to ensure a machines' safety. An example of this would be installing a longer hose to a gas cooker where the original one is of an inadequate length. Parts remain property of Prompt and Precise LTD until paid in full.

6.2 When do I pay?

Payment is taken at the end of the appointment on-site for domestic clients.

If a part is required that we do not have in our van stock, we will email a part(s) invoice. The part(s) will be ordered when payment has been received by bank transfer.

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For landlords, the payment term is 14 days. Landlords will be invoiced by email. Tenants will be provided a paper invoice upon our visit(s).

For business to business, the payment term is 14 days. A further 14 day grace period is allowed for late-payment if written permission is given.

6.3 How do I pay?

Payment can be made by cash, card or bank transfer. We accept all major UK cards. You can find the full list of cards we accept here.

Parts to be ordered are to be paid by bank transfer. We issue part invoices by email.

6.4 Late payment penalties

Late payments that are not received within the payment term window (paragraph 6), are subject to statutory interest. Statutory interest is charged on invoices that are not paid within the payment term to ensure a fair means of debt recovery. Statutory interest is 8% plus the Bank of England base rate. As of 14th August 2023, the Bank of England base rate is 5.25%.

- The annual statutory interest on an invoice of £100 would be £13.25 ($100 \times 0.1325 = £13.25$)
- Divide £13.25 by 365 to get the daily interest: 4p a day ($13.25 / 365 = £0.04$)
- after 50 days this would be £2.00)

For more information:

Late commercial payments: charging interest and debt recovery

Current Bank of England base rate and previous rates

7. Guarentees

7.1 Labour Guarentee

Labour is guaranteed for 3 months (relating to the fault that was repaired). This means that if the original reported fault reoccurs, we will return at no cost to you.

The labour guarentee does not include:

Breakable items
Blockages
Misuse
Consumable items

Non-functional parts

Labour only repairs

If, when the engineer discovered that the fault does not relate to the original reported fault, the standard call-out fee applies.

7.2 Parts Guarantee

Our fitted spare-parts are guaranteed for 12 months from the date written on the field receipt provided to you. The field receipt will serve as the guarantee so retain it for your records.

7.3 6-month refurbished appliance guarantee

Refer to clause 1.3

Refund will be provided on appliances sold within the warranty period if they become faulty, and cannot be fixed by one of our engineers.

We do not provide refunds on our repair services. However, if you are disappointed by the services you have received, please contact us so we can resolve it.

7.4 Warranty on new appliances

Guarantees on new appliances are provided by the manufacturer of the respective appliance. It is your responsibility to register for the warranty. Details of how to apply varies from manufacturer to manufacturer. Documentation on how to register is often supplied with the appliance. Our fit-out engineers have been trained to remind customers to register the warranty during delivery/fitting. However, Prompt and Precise LTD cannot accept responsibility for lack of warranty or thereof on new appliances.

7.5 Faults on new appliances

New appliances are covered under a statutory manufacturer's warranty. You are required to register this before you start using the appliance. If the new appliance develops a fault, you are urged to contact the manufacturer directly as the faulty parts may be replaceable under the warranty at no cost to you.

7.6 Limits to Liability

Whilst we take responsibility for the work we undertake, we cannot accept responsibility for future issues that arise on appliances following our work on them. At the end of all call-outs, we require a signature to show that you acknowledge this. Where the dutyholder is not present as they are a landlord or agent, liability is passed onto them when the invoice is paid.

If we find any faults or improper installation practices from previous workmen, or damages to floors, walls, furniture, fitted furniture or ceiling surrounding our work-area, we will make you aware of them and suggest that they are to be remedied at your or the agent's expense.

Other important information

8 Gas appliances

Gas appliances require a Gas Safe Registered Engineer to repair and install. Unfortunately we do not carry a Gas Safe qualification and are unable to provide this service at this time.

9 Legal Compliance and Applicable Law

You agree to comply with all applicable laws and regulations in England, Wales (if inhabiting either) or (if you live in Scotland), Scottish laws. Should any part of this agreement be held invalid or unenforceable, that portion shall be construed so that it is compliant.

10 Limits on our responsibility to you

We cannot guarantee that our published material is free of errors, free of viruses or other harmful components. However, every effort to proof read and remove errors has been made. Under any circumstances, we will not be responsible for actions or losses you suffer as a result of viewing or using our services that is not a direct consequence of our behavior. In particular, we will not be responsible for losses related to any business

(including profits), loss of data or loss of goodwill, whether these losses are direct, indirect, or for any indirect financial (or monetary) losses.

11 Complaints

If you have any complaints, please send them to reading@promptandprecise.co.uk. If for any reason you feel we have damaged your property or your appliance, this must be reported to us within 24 hours. Delays after this time frame will affect your claim. Any water damage claims must be addressed as soon as it is noticed and the water supply disconnected immediately to mitigate any further losses or damage.

12 Company Details

If you have any concerns or queries, please contact us:

- Prompt and Precise LTD
- Registered address: Badgers Rise, Woodley, Reading, Berkshire, RG5 3AJ
- Company Registration No: 16268996
- VAT no: 450 5361 15

Prompt and Precise Reading
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13 Changes to our services, prices or terms and conditions

Our list of services, terms and conditions and prices are subject to future changes.