

## **The Essex Bathroom Company Provision of Services Regulations**

### **IMPORTANT INFORMATION**

**Name:** The Essex Bathroom Company Ltd

**Business Trading Address:** 1 Willow Hall Cottages, Maldon, Essex. CM9 6SE

**Telephone:** 01245 526238

**Email:** info@theessexbathroomcompany.co.uk

**Website:** www.theessexbathroomcompany.co.uk

**Legal Form:** A limited company registered in England UK.

**Public Registers:** Details about our Limited Company's registration can be viewed at [www.companieshouse.gov.uk](http://www.companieshouse.gov.uk) under reference number 15146898.

**Business Activities Our Services:** Plumbing and Heating. Bathroom Suppliers and Installers.

**Payments accepted by:** Cash, Cheques, Credit Card, Debit Card, BACS.

**Payments taken by card:** no additional charge will be made for paying by credit or debit card.

**Deposit payments: Options where you have credit card payment facilities 1)** Any deposit of £500 or over will be collected by credit card. **2)** Any deposit of £500 or over will be collected by credit card if you decide not to pay by this method your money will not be protected and you will be making the payment at your own risk.

**Options where you do have credit card facilities 1)** Any deposit collected over £500 will be protected by Deposit Protection Cover and we will provide you with proof of this protection. **2)** Any deposit collected over £500 will be protected by making payment into an Escrow Account. **3)** We will not collect any deposit payment over £500 where your money cannot be protected in this instance, we will agree stage payments with you for when materials are delivered, this could mean a stage payment will be requested on the day work commences.

### **Insurances Details:**

Convex Insurance UK Limited Policy Number QCL/MGAM/LIAB/2023/411545

Expiry Date 05.10.2024.

**Applicable Law:** Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute of difference concerning the service and any matter arising from it.

**Complaints:** We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call, write or email us on the details at the top of this document.

We aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

**Regulating Body:** Gas Safe registered N/A

**General Terms and Conditions:** A letter of engagement accompanied by our standard terms and conditions will be provided at the start of any contract for works.

**Construction Phase Plan (CDM 2015) – CPP:** We comply with the Health and Safety Executive requirements and have a CPP plan available for viewing and we will discuss this with you as required throughout our contract.

**Work Guarantees:** All works are guaranteed for 3 months (unless otherwise stated) from date of completion, this covers parts and labour, please see our full guarantee document for further information. Any specific manufacturer's warranty will be provided on request.

#### **Notice of the Right to Cancel:**

Under the above-named regulation, you have a right to cancel this contract during a period of 14 calendar days from the day this notice is sent or given to you. During that period if you choose to cancel the contract any money paid by you will be refunded.

However, if you have already given written approval for the work to begin before the end of the cancellation period you may be required to pay for goods or services already provided.

If you wish to cancel the contract you must do so in writing and deliver personally or send (which may be by electronic mail or post) this to the person named below.

The notice of cancellation is deemed to be served as soon as it is posted or in the case of an electronic communication from the day it is sent.

This notice of cancellation should be sent to: Mr Jason Sharpe,

1 Willow Hall Cottages, Maldon, Essex. CM9 6SE