



M & E - VENTILATION - IAQ

TERMS & CONDITIONS FOR RESIDENTIAL SERVICES

A plain-speaking promise from our team to your home

1. What We Do (The Service)

Thanks for choosing Farmwood! Here's what to expect:

- We'll inspect, clean, fix or service your home ventilation, heating, air conditioning, or electrical systems.
- We assume we'll be able to get to where we need to work - like in your loft, roof or other access points - so please let us know in advance if anything's tricky or unusual. Photos really help too.
- We'll treat your home with care, leave it tidy, and follow the manufacturer's guidance for any work we carry out.
- You'll get an appointment and quote before we arrive. If anything changes, we'll talk to you first.
- We only start work once you've confirmed the quote or made any necessary advance payment.

2. Booking & Times

- Our usual working hours are Monday to Friday, 8am to 4pm, excluding bank holidays.
- Evening or weekend visits are possible, but they'll cost more - we'll always agree that with you in advance.
- All bookings are 'To Be Confirmed' until you let us know (by email or recorded call) that you're happy to go ahead.
- Once we offer you a time slot, we'll hold it for up to 5 working days. After that, or if we're within 2 working days of the appointment and haven't had confirmation, we might need to offer the slot to someone else.
- The time we give you is a planned attendance window - things can change, but if they do, we'll keep you updated.



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3. Pricing & Quotes

Prices depend on:

- Where you live
- How long the job will take
- What parts, tools or travel we need
- How many team members are needed

If extra work is discovered during the visit, we'll stop and quote again before carrying on.

4. Our Standard Visit Time

We base our pricing on a standard visit time, which reflects the typical time needed to complete the job safely and thoroughly. If our engineer finishes the work more quickly than expected, you'll still be charged the full quoted amount.

That's because our engineers are highly trained and experienced – their ability to complete the job efficiently is a result of their expertise, not a reduction in the quality or value of the service. For this reason, we don't offer refunds or partial credits for early completion.

5. Who's Coming

Usually it'll be one of our friendly Farmwood engineers. If we bring someone else in, they'll be properly qualified, and we'll let you know first.

6. What's Covered

We'll confirm exactly what the job includes in your quote – we won't be doing any 'pop-over' checks beforehand. Everything is agreed in advance based on the information you've given us.

7. After We Visit

You'll get a full report (including photos if needed) and any necessary certificates via email or a secure portal link.



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8. If More Work Is Needed

If our engineer spots anything else during the visit, this will be clearly detailed in the engineering report. We'll follow up with a quote for any recommended extra work before doing anything further.

9. Parts & Warranties

- Any parts we install are covered by a 12-month manufacturer's warranty.
- If something goes wrong within a week of our visit, we'll come back to fix it.
- The equipment owner is responsible for ongoing maintenance of the system or product. If you don't follow the manufacturer's servicing and maintenance requirements, the warranty may no longer be valid.
- If your equipment is under a manufacturer's warranty, you might need to get parts directly – or we can help with this, but we'll charge a small admin fee.

10. Additional Costs

Sometimes extra charges apply – like for:

- Special access equipment or transport hire
- Spare parts, tools or equipment we don't usually carry
- Certification or extra materials needed for the job

We'll always be upfront about this before adding anything to your bill.

11. Cancelling or Rescheduling

- Cancel with more than a day's notice? No charge.
- Cancel the day before? 50% charge.
- Cancel on the day or not home when we arrive? Full charge.
- If we can't access your system or it's hidden away, we may still need to charge for the visit.
- If you're not in, our technician will wait 15 minutes and call the phone numbers you've given us. If we can't reach you, we'll need to leave – and you'll still be charged.



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12. Invoicing & Payment

- A Pro-Forma Invoice must be paid before any Works commence. This will be for 100% of the quoted amount.
- If we inspect the Unit and have the Parts, we will issue a further invoice for the Parts.
- You'll get your invoice by email. Payment is due within 14 days.
- You can pay by bank transfer, card over the phone, or a secure link via email.
- If payment's late, we may add a late fee or involve a debt recovery service.
- Any parts we've fitted stay the property of Farmwood until paid in full - and we may remove them if payment isn't made.

13. Credit Checks (Business Clients Only)

If you're a business client, we might carry out a credit check before confirming work. If your credit score is low, we may ask for full payment upfront.

14. Your Privacy (GDPR)

- We only collect personal info we need to do our job.
- We'll never sell your data.
- We store it securely and only share it if absolutely necessary (like for legal or certification reasons).
- You can ask us to view, correct, delete or stop using your data at any time.
- Full details are available on request. Please send your request to info@farmwood.co.uk

15. Returns - Customer Fault

If we order non-stock or special parts based on information you've given us and it turns out that info was incorrect, we may need to return the parts. In that case, a restocking fee from the supplier will apply – plus a 10% handling charge from us.

We'll always try to keep these costs as low as possible and let you know before charging.