

Terms & Conditions of TS Gas Limited

For the purpose of these terms and conditions the following words shall have the following meanings: (a) "The Company" shall mean TS Gas Limited. (b) "The Customer" shall mean the person or organization for whom the Company agrees to carry out works for and/or supply materials. The Operative or Engineer shall mean the representative appointed by the Company.

1. The Company reserves the right to refuse or decline work at its own discretion. Where the Company agrees to carry out works for the Customer those works shall be undertaken by the designated operative of the Company at its absolute discretion.
2. HOURLY RATE WORK. The total charge to the Customer shall consist of the cost of materials supplied by the Company (not exceeding the trade purchase price of materials + 20%) and the amount of time spent by the operative in carrying out works (including all reasonable time spent in obtaining out of stock materials) charged in accordance with the Company's current hourly rates. The Customer shall only be charged for the time spent related to the Customer's work, all other time, personal mobile calls etc are non-chargeable by the Company. All charges are subject to VAT at the prevailing rate except in cases where the work carried out is zero rated.
3. FIXED PRICE WORK shall be given as a firm cost, (manifest errors exempted) including labour and materials and shall be within 10% over and above the equivalent total hourly rate cost. All costs are plus VAT at the prevailing rate.
4. Diagnostic investigation charges clause below:

Charges apply to any work completed whether this is diagnosis, repair, or consultation. TS Gas charge per hour or any part thereof. TS Gas do not charge per minute used and will not accept any query based on minutes used on site. All charges are based on labour, travel, admin, running costs, insurance and qualification costs incurred to make it possible to serve our customers daily.

All quotations, appointments and contracts are accepted on these terms unless agreed in writing and signed by the customer and an authorised person on behalf of TS Gas. These terms and conditions cannot be varied and override any other terms stipulated or inferred by the customer whether in negotiations or the instructions between the customer and TS Gas.

5. Where a written estimate has been supplied to the Customer the total charge to the Customer referred to in the estimate should not exceed the actual time taken by more than 20% but may be revised in the following circumstances:— (i) if after submission of the estimate the Customer instructs the Company (whether orally or in writing) to carry out additional works not referred to in the estimate. (ii) if after submission of the estimate there is an increase in the price of materials. (iii) if after submission of the estimate it is discovered that further works need to be carried out which were not anticipated when the estimate was prepared. (iv) if after submission of the estimate it is discovered that there was a manifest error when the estimate was prepared.
6. The Company shall not be under any obligation to provide an estimate to the Customer and shall only be bound (subject as hereinafter) by estimates given in writing to the Customer and signed by a duly authorized representative of the Company. The Company shall not be bound by any estimates given orally or in which manifest errors occur.

7. Material Collection. Collection of non-stock items is chargeable but: (a) Time must be kept to a minimum and be reasonable. (b) The Customer must be informed wherever possible when the operative leaves the premises. (c) If the collection time is likely to exceed 60 minutes the customer must be additionally informed of the circumstances. (d) Only one engineer is allowed to leave the job to collect parts. (e) The collection of materials which should be normally stocked items is non-chargeable.
8. Invoices issued by the Company to the customer are due for payment within fourteen days of the date of the invoice concerned. In the event the invoice is neither fully paid or disputed in writing within fourteen days of the date of the invoice concerned, the Company reserves the right to either apply interest at 2% above the base rate of the Bank of England or else apply late payment interest and compensation charges under the **Late Payment of Commercial Debts Regulations (2013)**, where applicable and at the Company's discretion.
9. Where the date and or time for works to be carried out is agreed by the Company with the Customer, then the Company shall use its best endeavours to ensure that the operative shall attend on the date and at the time agreed. However, the Company accepts no liability for the late or non-delivery of materials. If the customer wishes to cancel an agreed date and or time it should be done in writing seven days prior to the starting date. The customer will be liable for any related losses and costs if cancellation occurs within seven calendar days of the agreed date of the works in question.
10. The Customer shall accept sole liability to discharge the invoices issued by the Company to the Customer unless the Customer notifies the Company in writing, when initially instructing the Company in the provision of services or materials, that the Customer is acting on behalf of a third party (including but not limited to a limited company or partnership).
11. If, after the Company shall have carried out the works and the Customer having paid in full all of the invoices issued by the Company in relation to the said works, the Customer is not wholly satisfied with the works then the Customer must give notice to the Company in writing within twelve months of the date the works were completed. The Customer shall afford the Company, and its insurers, the opportunity of both inspecting such works and carrying out any necessary remedial works if appropriate. The Customer accepts that if they fail to notify the Company as aforesaid then the Company shall not be liable in respect of any defects in the works carried out.
12. The guarantee shall be for labour only in respect of faulty workmanship for twelve months from the date of completion with the manufacturer's warranty in force. The Guarantee will become null and void if the work/appliance completed/supplied by the Company is: (a) Subject to misuse or negligence. (b) Repaired, modified or tampered with by anyone other than a Company operative. The Company will accept no liability for, or guarantee suitability, materials supplied by the Customer and will accept no liability for any consequential damage or fault.
13. The Company will not guarantee any work in respect of blockages in waste & drainage systems etc. The company will not guarantee any work undertaken on instruction from the Customer and against the written or verbal advice of the operative/engineer. Work is guaranteed only in respect of work directly undertaken by the Company and payment in full having been made for invoices presented by the Company. Any non-related faults arising from recommended work

which has not been undertaken by the Company will not be guaranteed. The Company shall not be held liable or responsible for any damage or defects resulting from work not fully guaranteed or where recommended work has not been carried out. Work will not carry a guarantee where the customer has been notified by the operative either verbally or indicated in ticked boxes or in Comments/ Recommendations of any other related work which requires attention. The Customer shall be solely liable for any hazardous situation in respect of Corgi Regulations or Gas Warning Notice issued.

14. Where the Company agrees to carry out works on installations of inferior quality or over ten years old at that date no warranty is given in respect of such works and the Company accepts no liability in respect of the effectiveness of such works or otherwise.
15. Engineers operate under their own Gas Safe Registration and as such are solely responsible for any Gas related work & subsequent liability.
16. The Company shall be entitled to fully recover costs or damages from any operative/engineer/contractor whose negligence or faulty workmanship results in the Company being made liable for those damages or rectification of the work.
17. These terms and conditions may not be released, discharged, supplemented, interpreted, varied or modified in any manner except by an instrument in writing signed by a duly authorized representative of the Company and by the Customer. By entering into a contract with the Company the Customer agrees irrevocably that these terms and conditions shall prevail over any terms and conditions presented by the Customer or contained or set out or referred to in any documentation sent by the Customer to the Company
18. Title to any goods, supplied by the Company to the Customer shall not pass to the Customer but shall be retained by the Company until payment in full for such goods has been made by the Customer to the Company. Until such time as title in the such goods has passed to the Customer: (i) the Company shall have absolute authority to repossess, sell or otherwise deal with or dispose of all any or part of such goods in which title remains vested in the Company, (ii) for the purpose specified in (i) above, the Company or any of its agents or authorized representatives shall be entitled at any time and without notice to enter any premises in which goods or any part thereof is installed, stored or kept, or is reasonably believed so to be. (iii) the Company shall be entitled to seek a court injunction to prevent the Customer from selling, transferred or otherwise disposing of such goods. Notwithstanding the foregoing, risk in such goods shall pass on delivery of the same to the Customer, and until such time as title in such goods has passed to the Customer, the Customer shall insure such goods to their replacement value and the Customer shall forthwith, upon request, provide the Company with a certificate or other evidence of such Insurance.
19. The Company shall not be liable for any delay or for the consequences of any delay in performing any of its obligations if such delay is due to any cause whatsoever beyond its reasonable control and the Company shall be entitled to a reasonable extension of the time for performing such obligations. The Company shall only be liable for rectifying works completed by the Company and shall not be held responsible for ensuing damage or claims resulting from this or other work overlooked or subsequently requested and not undertaken at that time. These terms and conditions and all contracts awarded between the Company and Customer

shall be governed and construed in accordance with English law and shall be subject to the exclusive jurisdiction of English law.

20. The Company reserves the right to refuse to start or cease to complete scheduled or contracted work with immediate where there is a breakdown of trust or communication, where it feels that its staff are physically/verbally threatened, or where personal safety is compromised. Where possible work will be made compliant, safe and taken to a point of handover in circumstances where scheduled work is cancelled.
21. These terms and conditions do not affect the Customer's statutory rights.