



## Go Home Services Limited Terms & Conditions

### Introduction:

- Go Home Services Limited (a company registered in England & Wales – company registration number 12901647) provides home maintenance and home heating installation services and will be referred to as 'the Company'. The person appointing Go Home Services Limited to carry out works will be referred to as 'the Customer'.
- This document sets out the terms and conditions of the contract between the Company and the Customer. It also sets out the terms and conditions provided by the Company to the Customer on the Company website.
- There shall be no variation to these terms and conditions that will bind either party unless such variation is provided in writing and signed by the party to be bound.
- The Company confirms that the information provided on its website should be used for guidance purposes unless otherwise stated. In some instances, prices may have been changed.

### Carrying out your installation:

1. It is the responsibility of the Customer to ensure both internal and external free access to the property on the date of installation is freely available. This necessary to enable the Company personnel or its suppliers to make delivery of equipment and to enable the Company personnel to carry out the installation activity.
2. It is the responsibility of the Customer to ensure that access to water mains, gas meter and electrical consumer unit is freely available.
3. It is the responsibility of the Customer to ensure the Company personnel attending the property on the day of installation are provided with sufficient parking for their vehicle within 100 feet of the entrance to the property at which the installation is to be carried out.
4. In instances where a parking permit may be required, it is the responsibility of the Customer to ensure a parking permit is available to the Company's personnel on the day of installation.
5. The Company accepts no liability under any circumstances for loss of any type of digital connectivity or loss of any type of digital property or data files as a result of turning off the electrical supply at the consumer unit.
6. The Company accepts no liability under any circumstances for any loss of income, loss of profit, loss of business, business interruption or loss of business opportunity.

Go Heating (a part of Go Home Services Limited) | The Wright Watson Enterprise Centre  
Thorp Garth | Idle | West Yorkshire | BD10 9LD

T: 0845 838 2095 | W: [www.go-heating.co.uk](http://www.go-heating.co.uk) | E: [chat@go-heating.co.uk](mailto:chat@go-heating.co.uk)

7. The Company and its personnel will not tolerate rude or abusive behavior and the Customer agrees to provide a safe, respectful and non threatening place of work for any of the Company's personnel attending the installation address. The Company reserves the right to withdraw its personnel from any property if it feels the Customer is being rude or abusive towards the Company's personnel. A charge will be made to the customer for revisiting the installation address which must be paid in advance of the Company's personnel attending. No refunds will be issued by the Company under any circumstances should any installation be halted due to Customer rude, abusive or threatening behavior.
8. The Customer is entirely responsible for obtaining the correct licences, permissions or permits for the installation work to be carried out, for example obtaining a landlord's permission, obtaining listed building consent although there may be others not listed here.
9. The Company reserves the right to accept changes or modifications to any products it provides without prior notice to the customer.
10. Existing equipment, radiators, valves, pipework and electrical circuits should be in working order prior to the installation commencing.
11. The Company accepts no liability whatsoever for poorly fitted, substandard or faulty installations that have been previously fitted and subsequently cause damage to the Customer's property regardless of whether the Company's personnel has touched them or not.
12. The Company accepts no liability for any damage to flooring, decorations, plastering and so on which may have been caused necessarily in order to complete the installation. Carpets which are lifted in order to access the floor beneath will be re-laid to the best of our ability, however, you may wish to appoint a professional contractor to carry out this work. No liability is accepted for damage to carpets that have been glued down or nailed down. Floorboards may be lifted in order to access the space beneath and these will be reinstated to the best of our ability. Laminate, linoleum/vinyl and tiled flooring cannot be reinstated by the Company and you should appoint a specialist contractor to carry out this work. Drill holes and saw cuts made to enable the installation to be carried out will be made good to the best of our ability but not permanently finished or redecorated. You may wish to appoint a specialist contractor to carry out this work. In some instances, it may be necessary to carry out repair to the external brick/stonework, for example after having removed a flue. The Company will carry out this repair to the best of its ability and will always seek to obtain the best colour match to the existing brick/stone work. You may wish to appoint a specialist contractor to carry out this work.
13. The Customer agrees that due to the vast range of showers available in the market, the Company cannot determine if a shower and a boiler are compatible. The Company accepts no liability whatsoever should an existing shower be incompatible with a new boiler.
14. The Company will take all reasonable care to visually survey the suitability of existing pipework, valves, taps, showers and any other fitting or appliance for their ability to cope with possible changes in water pressure. The Company accepts no liability whatsoever for any consequential

damage caused existing pipework, valves, taps, showers any other fitting or any other appliance for their ability to cope with changes in water pressure.

15. The Customer agrees that where a boiler is to be installed into a loft space, access to the loft space will be provided by the Customer in the form of a fixed ladder. The Loft must have a suitably boarded walkway to the boiler location and an area of at least 1.5 square metres boarded beneath the boiler. The Customer also agrees that permanent lighting will be provided to the loft area.
16. The Customer agrees that access to the exterior parts of the property at height may not be possible using a regular extension ladder. In such instances specialist access equipment may need to be hired, for example scaffolding, cherry pickers or access platforms. The Customer will pay for the hire of this equipment directly. The Customer may cancel the installation and receive a refund of any monies paid if they do not wish to pay for access equipment.