



Making your relationship with us as clear as possible.

These are our general terms and conditions of business, it aims to explain how we conduct our business, what to expect from us and what we expect from you. It also aims to provide a publicly available guide on how we handle our day to day operations.

We are N4 Gas Ltd, a company registered in England (6472503) and can be contacted at any time on [0208 050 4729](tel:02080504729) or office@n4gas.co.uk should you have any questions on these terms and conditions.

We may update these terms and conditions from time to time to ensure they are always up to date and accurate. Any changes we may make to these terms will be reflected in this document which can be accessed via our website at the URL <https://www.n4gas.co.uk/terms>

This policy was last updated 18/12/2019.

Contacting us.

Should you have any questions, concerns or comments regarding this document, please refer them to the contacts below. We aim to respond to all queries within 2 working days of a request or concern being raised.

Phone us: [0208 050 4729](tel:02080504729)

Send an email to: office@n4gas.co.uk

You can send mail to: N4 Gas Ltd, 15 Granville Road, London. N4 4EJ

Our legally registered business address is: First Floor 677 High Road, North Finchley, London. N12 0DA

General Terms and Conditions of Business.

1. For the purpose of these terms & conditions the following words shall have the following meanings:

- (a) "The Company" shall mean N4 GAS LTD.
- (b) "The Customer" shall mean the person or organisation for whom the Company agrees to carry out works &/or supply materials
- (c) "The Operative" or "Engineer" shall mean a representative appointed by the Company.

2. 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 Company at its absolute discretion. Where the Company wishes to decline work, it shall not be required to provide reason or explanation.

3. HOURLY RATE WORK. The total charge to the Customer shall consist of the cost of materials supplied by the Company & the amount of time spent by the operative in carrying out works (including all reasonable time spent in obtaining materials and completing paperwork) 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. is non-chargeable.

4. 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 amount 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.



5. Where a written "Quotation" has been supplied to the Customer the total charge to the Customer shall be a firm cost and referred to in the quotation. The final cost to be charged shall not exceed the quoted value but may be revised in the following circumstances:—

- (i) if after submission of the quotation, the Customer instructs the Company (whether orally or in writing) to carry out additional works not referred to in the quotation.
- (ii) if after submission of the quotation it is discovered that further works need to be carried out which were not anticipated when the quotation was prepared.
- (iii) if after submission of the quotation it is discovered that there was a manifest error when the quotation was prepared.

6. The Company shall not be under any obligation to provide an estimate or quotation to the Customer & shall only be bound (subject to these terms) by estimates and quotations given in writing to the Customer by a duly authorised representative of the Company. The Company shall not be bound by any estimates given orally or in which manifest errors occur. Any quotation or estimate offered by the Company shall expire after a 30 day period from the date generated.

7. Material Collection. Collection of non-stock items is chargeable but:

- (a) Time must be kept to a minimum & reasonable.
- (b) The Customer must be informed wherever possible when the operative leaves the premises.
- (c) If the collection time is likely to exceed 45 minutes the customer must be additionally informed of the circumstances.

8. Invoices are due for payment immediately upon delivery to the Customer except where explicitly stated on the invoice. Any part of that invoice which remains unpaid shall carry interest at the rate of 4% over the base rate until payment in full is received by the Company.

9. Where the date &/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 & at the time agreed. However, the Company accepts no liability in respect of the non-attendance or late attendance on site of the operative/engineer or for the late or non-delivery of materials.

10. If the Customer accepts a quotation or estimate and subsequently cancels their instructions prior to any work being carried out or materials being supplied then the Customer shall be liable for any related expenditure together with the profit that would have been made by the Company had the work been carried out &/or materials supplied in accordance with such instructions.

11. If, after the Company shall have carried out any works, the Customer is not wholly satisfied with the works then the Customer shall give notice in writing within 28 days to the Company & shall afford the Company, and its insurers (Where necessary), the opportunity of both inspecting such works & 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 12 months from the date of completion. Supplied materials shall be guaranteed by their manufacturer for a minimum period of 12 months and subject to the manufacturer terms in addition to any stated exclusions in this document.

The Guarantee will become null & void if the work/materials completed/supplied by the Company is/are:

- (a) Subject to misuse or negligence.
- (b) Repaired, modified or tampered with by anyone other than a Company operative.
- (c) Not maintained inline with any advice offered by the Company, its operative(s) or where applicable any guidance offered by the manufacturer.

The Company will accept no liability for, or guarantee suitability, materials supplied by the Customer & 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 & against the written or verbal advice of the operative/engineer.

Work is guaranteed only in respect of work directly undertaken by the company & payment in full has been made. 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 defect 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 Capita Regulations or Gas Warning Notice issued.

The Company is not responsible for any faults, downtime or damage caused from supplied materials installed or provided within manufacturer specifications that subsequently fail.

14. Where the Company agrees to carry out works on installations of inferior quality or over seven years old at that date no warranty is given in respect of such works & the Company accepts no liability in respect of the effectiveness of such works or otherwise.



15. Where customers purchase their own materials, the Company is not responsible for missing parts, faulty items, non-compatibility or guarantees. The Company reserves the right to make a charge for replacing missing, faulty or non-compatible items if requested to do so.

16. Engineers operate under their own Capita Registration & as such are solely responsible for any Gas related work & subsequent liability.

17. 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.

18. These terms & conditions may not be released, discharged, supplemented, interpreted, varied or modified in any manner except by an instrument in writing signed by a duly authorised representative of the Company & by the Customer. Further, these terms & conditions shall prevail over any terms & conditions used by the Customer or contained or set out or referred to in any documentation sent by the Customer to the Company; by entering into a contract with the Company the Customer agrees irrevocably to waive the application of any such terms & conditions.

19. 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 authorised representatives shall be entitled at any time & 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, transferring or otherwise disposing of such goods.

Notwithstanding the foregoing, risk in such goods shall pass on delivery of the same to the Customer, & until such time as title in such goods has passed to the Customer, the Customer shall insure such goods to their replacement value & the Customer shall forthwith, upon request, provide the Company with a certificate or other evidence of such Insurance.

20. 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 & the Company shall be entitled to a reasonable extension of the time for performing such obligations.

21. The Company shall only be liable for rectifying works completed by the Company & shall not be held responsible for ensuing damage or claims resulting from this or other work overlooked or subsequently requested & not undertaken at that time.

22. Suitable parking must be available for our operative at the time of any visit. The Customer agrees to pay the Company on top of any agreed costs for any parking charge notices received by Company operatives when undertaking work at a Customer premises. Where works cannot be completed due to lack of parking the Company reserves the right to apply a charge to cover the Operatives time in attempting to access. Parking should be on the same road/street, within 250yds of the property entrance.