

Terms, cancellation rights and complaints.

Plain-English terms for work carried out by HOLMHEAT LTD. Nothing here takes away your rights as a consumer.

Who you are dealing with

HOLMHEAT LTD, a company registered in England and Wales, company number 16566747. Registered office: The Orchard, 27 Sandforth Road, Liverpool, L12 1LN. VAT number GB508328200. Based in Cumbernauld. Gas Safe Register number 963857. Phone 07879 388645, email ross@holmheat.co.uk.

Quotes and prices

Most jobs are priced from photos sent through the website, WhatsApp or email, and some need a short visit first. A written quote is valid for 30 days from the date on it; after that, ask Ross to confirm the price, because the condition of a heating system can change. The quote covers only the work and materials listed in it. Anything not listed is an additional cost. The price you accept is the price you pay, unless something is found on site that could not reasonably have been known beforehand. If that happens, Ross explains the extra, gives you a price and does nothing more until you agree. You can say no. If the job then cannot go ahead, you pay only for work already done and parts that cannot be returned, and the rest of any deposit is refunded. All prices include VAT. For repairs and emergency call-outs, the call-out fee is confirmed before Ross sets off. Every written quote comes with a copy of these terms and the cancellation form, and they apply to every job HOLMHEAT carries out for you.

Payment

Repairs, servicing, plumbing and call-outs are paid on completion, on the day, by bank transfer or card. For new boilers, combi conversions, cylinders, heat pumps and power flushes, a 30% deposit secures the date and covers the equipment order; the

balance is due on the day the work is completed and commissioned. If you cancel within your 14-day cancellation period, your deposit is refunded in full within 14 days. If you asked in writing for work to start early, you pay a fair proportion for work already done. If you cancel after the 14 days, you pay for work already done and for any equipment ordered for you that cannot be returned, and the rest of your deposit comes back. If Ross has to cancel, your deposit is refunded in full within 14 days and he will help you find another date or another engineer. You will receive a VAT invoice.

Access, changes and missed appointments

Please make sure Ross can reach the boiler, cylinder, radiators or pipework, and that someone over 18 is in to let him in.

Repairs, servicing, call-outs and small jobs. Give 24 hours' notice to change or cancel a booking. With less notice, or if nobody is in, 50% of the agreed call-out fee is charged for the wasted journey.

Installations, conversions, cylinders, heat pumps and power flushes. Give 2 working days' notice. With less notice, or if the work cannot go ahead because access has not been cleared, a charge of half the labour quoted for that day is made, plus any parts ordered for you that cannot be returned. It is taken from your deposit and the balance is carried to the new date or refunded.

These charges reflect the lost day. They are not applied if you cancel under your 14-day right to cancel, or if Ross is the one who has to move the date.

Your right to cancel

When you agree to work at your home, or by phone, WhatsApp or email, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 give you the right to cancel within 14 days of agreeing to the work, without giving a reason. Where the work includes supplying goods, such as a new boiler or cylinder, the 14 days run from the day the goods are delivered to you. Refunds are made within 14 days of cancellation.

Starting within the 14 days. If you want the work done before the 14 days are up, you need to ask for that in writing (a WhatsApp message or email is fine). If you then cancel after work has started, you pay for the work done up to that point: the proportion of the quoted price that the completed work represents, plus any parts fitted or ordered for you that cannot be returned. It never exceeds the quoted price.

Urgent repairs and call-outs. When you ask Ross to come out and fix something straight away, you are asking for the work to start inside the 14 days. Once the repair is

finished you cannot cancel it. If you cancel part-way through, you pay a fair amount for the work done and parts fitted. Any other, non-urgent work agreed at the same visit still carries the full 14-day right. Ross confirms the booking and these terms by WhatsApp or email before he sets off.

How to cancel. Send a clear message by WhatsApp or text to 07879 388645, or email ross@holmheat.co.uk, saying that you want to cancel. You can use the form below if you prefer. You only need to send your message before the 14 days run out.

Cancellation form

To: HOLMHEAT LTD, The Orchard, 27 Sandforth Road, Liverpool, L12 1LN.

Email: ross@holmheat.co.uk

I hereby give notice that I cancel my contract of sale of the following goods / for the supply of the following service: _____

Ordered on / received on: _____

Name: _____

Address: _____

Signature (only if sent on paper): _____

Date: _____

Standard of work

Under the Consumer Rights Act 2015, work must be carried out with reasonable care and skill, within a reasonable time and for a reasonable price if no price was agreed. If something is not right, tell Ross and he will put it right.

Guarantees

New boilers come with the manufacturer's guarantee, which is stated in your quote. Eligible Vaillant and Glow-worm boilers carry up to 10 years parts and labour, registered by Ross within 30 days of installation; other makes carry the manufacturer's standard guarantee. The guarantee depends on the boiler being serviced every year by a Gas Safe registered engineer; the Benchmark service record is your proof. Other products carry their own manufacturer's guarantee, which Ross will confirm when quoting. Manufacturer guarantees are in addition to your legal rights.

Workmanship guarantee

HOLMHEAT guarantees its own workmanship for 12 months from the date the work is completed. If a fault in that time is caused by Ross's workmanship, he comes back and puts it right free of charge. It does not cover faults in parts or in areas of your system he has not worked on, wear and tear, or damage caused by someone else. This guarantee is in addition to the manufacturer's guarantee and to your rights under the Consumer Rights Act 2015, which are not limited by it.

Gas safety

All gas work is carried out by a Gas Safe registered engineer, registration 963857. You can check this on the Gas Safe Register at gassaferegister.co.uk. If you smell gas, call the National Gas Emergency Service on **0800 111 999**.

What Ross is responsible for

If Ross's work is faulty or he is careless, HOLMHEAT puts it right or pays for loss or damage that was a foreseeable result. HOLMHEAT is not responsible for faults in parts of your system he has not worked on and has pointed out to you, or for business losses. Getting to pipes can mean lifting floors or cutting into walls; Ross takes care and makes good, but redecoration is not included unless your quote says so. Nothing in these terms limits HOLMHEAT's responsibility for death or personal injury, or your rights under the Consumer Rights Act 2015.

Insurance

HOLMHEAT LTD holds £5 million public liability insurance. A copy of the certificate is available on request.

Complaints

If you are unhappy with anything, contact Ross directly on 07879 388645 or ross@holmheat.co.uk. You will get an acknowledgement within one working day and a full reply within five working days, and most issues are sorted with a return visit. If it cannot be settled between you and Ross, your complaint is passed to HOLMHEAT's business advisers, who review it and reply to you in writing on the company's behalf. HOLMHEAT LTD is not a member of an alternative dispute resolution (ADR) scheme and is not required to use one. At any stage you can get free, independent advice from Advice Direct Scotland's consumer service (consumeradvice.scot) on 0808 164 6000, which can pass matters to Trading Standards, and you can bring a claim in the sheriff

court (simple procedure for claims up to £5,000). Concerns about gas safety can be raised with the Gas Safe Register on 0800 408 5500.

Law

These terms, and any contract between you and HOLMHEAT LTD, are governed by Scots law, and the Scottish courts can deal with any dispute. Nothing in these terms stops you relying on the consumer law of the part of the UK where you live, or bringing a claim in the courts there. You keep all of your statutory rights as a consumer.

Last updated October 2026.