

Customer Terms & Conditions

Issue 1 – June 2026

1. Definitions

Company means Regency Heating & Plumbing Services Ltd.

Customer means the individual or organisation accepting the estimate.

Works means the plumbing, heating, drainage, gas, bathroom or associated services described within the accepted estimate.

2. Estimates

All estimates are provided free of charge unless otherwise stated and remain valid for 30 days from the date of issue. After this period, Regency Heating & Plumbing Services Ltd reserves the right to revise the estimate to reflect changes in material costs, supplier pricing, labour costs or other factors affecting the cost of the works. Any changes requested after acceptance, including additional works not included within the original estimate, may result in additional charges and will be discussed with and approved by the Customer before proceeding.

3. Acceptance

Acceptance of an estimate confirms acceptance of these Terms & Conditions. No booking is confirmed until acceptance has been received and, where applicable, the required deposit has been paid.

4. Deposits

For works exceeding £1,000.00 (excluding VAT), a 40% deposit is required and must be received at least 7 calendar days before the agreed commencement date. The deposit forms part payment of the total contract value and is not an additional charge.

Failure to pay the deposit by the due date may result in the works being postponed or cancelled. Once received, materials may be ordered specifically for your project. All materials remain the property of Regency Heating & Plumbing Services Ltd until paid for in full. Special order or bespoke items may be non-returnable.

5. Payments

Unless otherwise agreed in writing, deposits are payable before works commence, interim payments may be requested for larger projects, and the remaining balance is payable immediately upon completion of the works or in accordance with the payment terms stated on the invoice. If payment is overdue, Regency Heating & Plumbing Services Ltd reserves the right to charge statutory interest where permitted by law, recover reasonable debt recovery costs, and suspend further works or future bookings until the account is settled.

6. Customer Responsibilities

The Customer agrees to:

- Provide safe and unrestricted access to the property.
- Ensure water, gas and electricity supplies are available where required.
- Remove valuable or fragile items from working areas.
- Obtain any permissions required before works commence.
- Provide accurate contact details and notify the Company of any changes.

Where access is unavailable at the agreed appointment time, additional visits may be chargeable.

7. Existing Installations

Our estimate is based on the visible condition of the existing plumbing, heating and drainage systems at the time of survey. Regency Heating & Plumbing Services Ltd cannot accept responsibility for faults arising from pre-existing defects, ageing pipework, previous poor workmanship or installations that do not comply with current regulations. Any remedial work required as a result of these issues will be treated as additional work and charged separately following the Customer's approval. Components not replaced as part of the agreed works are excluded from our guarantee.

8. Hidden Defects & Additional Works

Should concealed defects or non-compliant installations become apparent during the works, including water damage, structural defects, asbestos, electrical or gas issues, these will be discussed with and approved by the Customer before any additional work proceeds. Additional works will be chargeable.

9. Customer-Supplied Materials

Where products are supplied by the Customer, Regency Heating & Plumbing Services Ltd accepts no responsibility for product suitability, compatibility, manufacturing defects, delays or warranty claims. Any additional labour arising from customer-supplied products will be chargeable.

10. Programme & Delays

Whilst every effort will be made to meet agreed dates, commencement and completion dates are estimates only. Regency Heating & Plumbing Services Ltd shall not be liable for delays caused by circumstances beyond our reasonable control, including supplier delays, material shortages, adverse weather, illness or other unforeseen events.

11. Appointment Cancellations & Missed Appointments

Please provide at least 24 hours' notice if you need to cancel or rearrange an appointment. Appointments cancelled with less than 24 hours' notice, or where our engineer is unable to gain access to the property at the agreed time, may incur a cancellation charge of up to £85.00 plus VAT.

12. Project Cancellation

If an accepted estimate is cancelled after materials have been ordered or work has commenced, the Customer will remain liable for the cost of any non-returnable or specially ordered materials, work completed to the date of cancellation, and any reasonable costs incurred by Regency Heating & Plumbing Services Ltd. Where a project is postponed, we will make every effort to accommodate a new start date; however, additional costs arising from the postponement may be chargeable.

13. Waste Removal

Unless otherwise agreed in writing, waste generated by our works will be removed from site. Hazardous waste, asbestos and contaminated materials are excluded unless specifically included within the estimate

14. Guarantees

Regency Heating & Plumbing Services Ltd guarantees its workmanship for a period of 12 months from the date of completion. Manufacturer warranties will apply to products supplied where applicable.

This guarantee does not cover fair wear and tear, customer misuse, accidental damage, frost damage, blockages, third-party alterations, lack of servicing or maintenance, or any existing installations or components that were not replaced as part of the agreed works.

15. Photographs

Regency Heating & Plumbing Services Ltd may take photographs before, during and after the works for quality control, warranty records, insurance purposes and staff training. Photographs may also be used for marketing, but no customer names, occupants or property addresses will be published without prior consent.

16. Data Protection

Customer information will be processed in accordance with UK data protection legislation and will only be used for purposes relating to the services provided.

17. Limitation of Liability

Nothing in these Terms & Conditions excludes or limits liability where this is prohibited by law. Subject to applicable law, Regency Heating & Plumbing Services Ltd shall not be liable for any indirect or consequential loss arising from the provision of its services.

18. Governing Law

These Terms & Conditions shall be governed by the laws of England and Wales. Any dispute arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.