

***WHICH SERVICE DO YOU REQUIRE?***

Please Click below!

**MAINTENANCE**

**REPAIR**

**INSTALLATIONS**

# MAINTENANCE

**PLEASE READ:** THIS NOTICE IS FOR SIMULTANEOUS SERVICE & REPAIR BOOKINGS ONLY. IF A CLIENT HAS BOOKED FOR SERVICE PLUS REPAIR, THE ATTENDING ENGINEER WILL DO A UNIT COUNT FOR SERVICE & YOU WILL BE BILLED ACCORDINGLY PER UNIT. IF YOU ALSO WANT OUR ENGINEER TO CARRY OUR REPAIRS WHILST ON SITE FOR SERVICING, THIS WILL INCURE 'ON SITE CHARGES' BUT ONLY AT HALF HOURLY RATE (NO FIRST HOUR CHARGE).

SMALL COMMERCIAL & DOMESTIC AC	COST PER UNIT	SMALL COMMERCIAL REFRIGERATION	COST PER UNIT
1 UNIT	£189.00	1 UNIT	£188.00
2 – 3 UNITS	£149.00	2 – 3 UNITS	£149.00
4 - 6 UNITS	£130.00	4 - 6 UNITS	£130.00
7 – 38 UNITS	£99.00	7 – 38 UNITS	£99.00
38 OR MORE	POA	38 OR MORE	POA

**What is considered a small commercial or domestic type unit? The units below are all considered small.**



## MORE IMPORTANT INFORMATION REGARDING MAINTENANCE

Please make note, if this is your first booking with us and you need maintenance carried out on your systems, and our field engineer finds your systems have not been serviced for a long time which would entail them to spend more time than necessary, then you may be charged '**ON SITE CHARGES**' instead of 'maintenance' which is fixed fee as above.

For a better understanding or to know what maintenance entails then please [Click Here](#).

### **MAINTENANCE FOR:**

#### **HVAC – CHILLER – AIR HANDLING UNITS - OTHER**

Got a Rooftop Package, Cooling Tower, Chiller or Air handling unit? We provide service/spares for all these types of large industrial units however all applications and sizes differ.

**PRICE ON APPLICATION ONLY. PLEASE ENQUIRE VIA EMAIL.**

**COMPULSORY MINIMUM  
BOOKING TIME IS  
1.5 HOURS (£192.00)**

## ON SITE CHARGES

Applies to Repairs or Deep Servicing

DAY	TIME	COST
MONDAY – FRIDAY (NORMAL TIME)	09:00 AM – 5:00 PM	£136.00 FIRST HOUR ONLY  £56.00 PER HALF HOUR THEREAFTER
MONDAY – FRIDAY (OVERTIME ONLY)	5:00 PM – 09:00 AM	£140.00 FIRST HOUR ONLY  £70.00 PER HALF HOUR THEREAFTER
WEEKEND & BANK HOLIDAYS	ANY TIME	£158.00 FIRST HOUR £79.00 PER HALF HOUR THEREAFTER

## CALL OUT FEES (TRAVEL TIME TO SITE)

MONDAY – FRIDAY (NORMAL TIME)	09:00 AM – 5:00 PM	FREE 
MONDAY – FRIDAY	5:00 PM – 09:00 AM	£85.00
WEEKEND & BANK HOLIDAYS	ANY TIME	£95.00

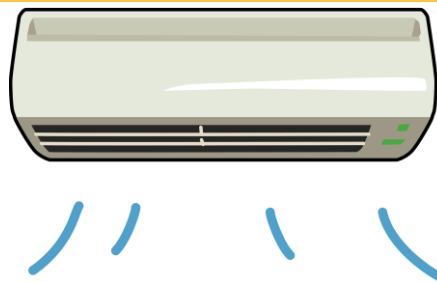
Call out fees are not applicable during normal operating hours during the week.

The call out fee does apply to all clients based outside the M25 Zone at any time.

## ADDITIONAL COSTS

ITEM	COST
Refrigerant (Per Kg)	Please Inquire
Pressure & Leak Tests	From £199.00
Spares	At Cost
Congestion	£15.00
Ulez (If applicable)	£12.50
Parking	At Cost
Site Surveys (Redeemable)	£135.00

## INSTALLATIONS



All installations are bespoke and tailored according to what is required. We will always recommend the best solution for our customers including brand and specification.

**PLEASE ENQUIRE VIA EMAIL FOR ALL YOUR INSTALLATION NEEDS.**

OR [CLICK HERE](#) TO GET A QUOTE.

## Terms & Conditions of (ACL LONDON)

**1. REGULATION** The contract of sale or service between the parties shall be governed by these conditions. No other terms or conditions except those which may be implied by law or statute shall be of any effect unless the same are expressly agreed in writing by the parties.

## 2. QUOTES & CHARGES

a) The quoted price is valid at the time of quotation, but may have increased if your order is placed at a later date and in any event is always subject to installation taking place within 14 days of the contract. We will always inform “you” the customer. The quoted price for hourly rates shall be provided for the customer before the work on site commences. The price of any equipment and resources used by us will be invoiced upon job completion and are charged at current rates set by us the supplier. If your company credit rating is low, you may be asked to provide payments upfront. b) Upon completion of work i.e. Installation, Service or Fault Diagnoses, a job sheet (PAPER) or (SOFTWARE) will be filled out by the engineer who has attended the site which will be then offered to the person in charge on site or an authorized person with an obligation to sign and date agreeing to undertaken works and time on site as true. c) We have quoted the cost of installing, servicing or repairing air conditioning, ventilation or refrigeration equipment as discussed with you. Once a quotation is accepted, we agree to install, repair or service the equipment’s to the maximum of our capability and the full potential of your systems being repaired/diagnosed on the terms set out in these conditions. d) The acceptance of a quotation for Goods and/or Services by the Supplier constitutes an offer by the Client to purchase the Goods and/or Services specified in it on these Conditions and is deemed liable to pay for all services. No offer placed by the Client shall be accepted by the Supplier other than;

- (a) By an acknowledgement of order being issued by the Supplier; or
- (b) (b) (if earlier) by the Supplier delivering the Goods or starting to provide the Services, when a request for the supply and purchase of those Goods and/or Services on these Conditions will be established.

e) “We” ACL endeavour to give the best advice regarding repairs to our client’s Air Conditioning or Refrigerated assets before major works are done after diagnoses has been performed on site. We may advise in some circumstances to replace systems without any more diagnoses as some systems

may be adverse or critical. Or we may advise to proceed with repairs but will always give a probability of failure even after repairs. In such cases, “you” the customer are still liable to pay for all of our on-site time and any PARKING / ULEZ or CONGESTION charges. We do not accept any excuse for non-payment and take matters such as this very serious.

f) We reserve the right to charge the final bill on site (whilst our engineers are still on site) after any works undertaken, if we deem you high risk or suspect that you may be a non-payer, or a residential client that maybe a new client to us. This includes works for installation, service or repair. All systems remain the property of ACL, until paid for in full. Payments of Installations are agreeable with a deposit of the job being paid for upfront and remainders upon completion usually 25% unless otherwise stated by ACL. Deposits will be clarified at the time of quotation. Late payment fees also apply to installation, if payments have not been paid or submitted late, a late payment fee will be applicable which is at our current contractual rate set at 12.5% and will be added to the final bill, this is for clients who we give the option for paying later usually 14 days max. The final bill on installations is charged on site (for any client we want) and our engineers will not leave without full payment of outstanding amount. It is at our companies’ discretion if we choose not to bill on site and bill you later however if we persist that payment is made on site, our engineers will not leave until paid in full. Failure to make payment will result in engineers removing already installed equipment or spares and you may be charged extra (half hourly rates) for wasting our time which will be added on top of the charges you already owe. Payments can be made on site by easy card payment or via bacs.

**3. HOURS** All work set out in the quotation will be carried out during normal working hours, which are 8.00am-5.00pm Monday to Friday, unless otherwise stated. Access to your premises is required while work is in progress. We do not charge a call out fee between 08:00 and 17:00 hours. Our onsite charges can be seen by clicking here.

#### **4. ADDITIONAL COSTS MAY BE INCURRED IF: -**

a) An engineer has attended customer site before 5 pm but exceeds 5 pm, customer will be liable to pay overtime rates as shown on the price list above. This may be waived only by goodwill and under our company director’s discretion and is most cases is the case.

b) Variations or additions not stated before commencing of undertaken works which we find to be necessary and which could not have been identified when the original quotation or survey was given.



- c) We have to remove any dangerous waste material, such as asbestos and other, which could not have been reasonably foreseen when the original quotation was given and we became aware of only when installation/service commences.
- d) For any reason we cannot gain access to site, resulting in delays or we have been called out and a cancellation is made, if an engineer has or has not reached site yet. Agreed work is postponed after a cancelled call out, altered specifications and on-site cancellations of works. You will still be charged as normal which will be 1.5-hour compulsory plus any time thereafter spent on site and/or any other charges that apply such as Congestion charging ULEZ & or Parking. Call outs can only be cancelled at minimum 24 hours' notice.
- e) You cancel your installation without giving us 48 hours' notice. In all these cases we will explain to you the reasons for the additional costs and will agree with you in advance what the additional costs will be.
- f) A client has altered a state of installation, or changed something mistakenly or purposely and we need to further labour or further order spares.
- g) If an Installation takes place and is semi or fully installed but the customer decides to change their mind about specification and systems please note that we have a no returns policy on all equipment and will be re charged for a re-quotations of different specification or systems. The original quote cost for labour may vary according to the specification. You, the customer will be liable to pay in full the original agreed amount of a fully installed, tested & commissioned system/s despite a change of mind. You the customer will be liable to pay an amount invoiced by us if a system is semi installed. Invoice/s will be worked out accordingly. Additional charges will also apply to installations where works are delayed as a result of client error.

## 5. MAINTENANCE

- a) We do not offer maintenance contracts. We offer AD HOC where and when. You may prepay anytime you wish for scheduled visits or to lock in the costs if a raise will occur.
- b) Times and dates are variable and will be booked according to customer request. PPM maintenance will usually be pre-booked in advance or when possible.
- c) If systems are beyond normal state, "normal" meaning light dirty to medium dirty, and "beyond normal" meaning extremely filthy that would cause engineer to spend more time than standard, then you will be charged under hourly and half hourly increments at current rates.
- d) If an engineer attend for maintenance and you (the client) are delayed to site, you will be charged at half hourly increments at our current rates until

you arrive on site then be charged per unit for service as planned.

e) Repairs will not be carried out on service visits and will advise client for a revisit with another engineer plus any equipment that may be needed.

f) Failed maintenance visits will incur a 1.5 hour fee at our current rates plus and congestion or parking and will not be refunded if prepaid.

g) If you have been costed price per unit and an engineer attends and has serviced some units partiality but no access is available to some units and a return visit is made you will liable to pay on site charges for the return as well as the fixed fee per unit. This is counted as a delay or obstruction and would entail an engineer to re-attend, spend more fuel, possibly congestion ulez or parking which will all be taken in to consideration.

h) Maintenance units on different sites different sites means price per unit on site. For example If a customer has 3 sites and 10 units on each, it would not be counted as 30 units, instead they would be charged 10 units per site and charged at their current rates per unit.

## 6. INVOICING, PAYMENTS AND LATE PAYMENTS

a) The balance is due on completion of the work, and a maximum time length of 14 working days is allowed before submission of payments. ACL will notify you the buyer before work commences so it is clear to you. Any payments submitted after the agreed date will be liable to pay a late payment fee, unless a Credit Agreement with different terms of payment has been signed. In the event that the credit agreement is cancelled, you are liable to pay the balance outstanding immediately. Payments are accepted by the following;

(a) Bacs transfer or check. If paying by check, customer must inform us via email or phone.

(b) Most credit and debit card payments are accepted. If paying by card, a secure payment link will be sent to you by us via our supplier (Takepayments) via encrypted and secure email.

b) Late payments are charged with late payment fee which is at our own contractual rate set at 12.5% of final billing and is not to be confused with The Late Payment of Commercial debts (Interest) Act 1998 as supplemented and amended by the Commercial Debt Regulations 2002". These charges will immediately apply when an invoice becomes overdue. Only under our company director's acceptance and discretion, may an invoice late payment fee be wavered.

c) We reserve the right to reject any excuse for non-payment and will exercise full duty to recover all owed monies including interest. We will be polite in

requesting owed monies but will resort to deploying our certified recovery experts in events where either lack of communication/avoidance or any rightfully owed invoice has not been paid. Once a final notice has been raised with added late payment fee, the client has 72 hours to make a payment to avoid further action. If this is not paid it will be passed to our debt collectors who will recover our costs and additional charges (Minimum £50.00 will be added if account is sent to our debt collectors) plus the collector's admin fees and percentage.

d) The Client shall be liable to pay to the us the Supplier, on demand, all reasonable costs, charges or losses sustained or incurred by the Supplier (including any direct, indirect or consequential losses, loss of profit and loss of reputation, loss or damage to property and those arising from injury to or death of any person and loss of opportunity to deploy resources elsewhere) arising directly or indirectly from the Client's fraud, negligence, failure to perform or delay in the performance of any of its obligations under the Contract or agreement.

e) The total price for the Goods and/or Services are due in pounds sterling on the date of the invoice.

f) All amounts due to ACL shall be paid in full without any retention, deduction or withholding. Client shall not be entitled to assert any retention, credit, set off or counterclaim against the Supplier in order to justify withholding payment of any such amount in whole or in part.

g) Any fixed price contained in the quotation excludes packaging, loading, unloading, carriage, insurance and VAT (unless expressly stated otherwise) which the Supplier may add to its invoices at the appropriate rate. h) Without prejudice to any other right or remedy that it may have, if the Client fails to pay the Supplier the full overdue amount including late fee on the due date, the Supplier may:

(a) Pass the unpaid debt to our debt collectors who will recover our costs and additional charges (Minimum £50.00 will be added if account is sent to our debt collectors), admin fee and percentage.

(b) Apply to County court or High court to recover all costs. Court & solicitors fees apply. If such an occurrence should happen your company may be defaulted with a CCJ.

c) Domestic clients and clients with bad credit rating will be billed up front for the compulsory 1.5-hour charge or whatever we deem necessary for prepayment. PARKING / ULEZ / CONGESTION may be added. A prepayment proforma invoice is usually raised before booking and is sent for payment. Payment can be made by secure card payment link or simply by BACS



# 2024 CHARGES

transfer. If subsequent time is incurred on site over the compulsory 1.5 -hour period, then “you” the customer are liable to pay after the job has ended. We reserve the right to demand final bill on site after our engineers have finished their job. If extra parking is also incurred, this will be adjusted at end of job and will be reflective on your new invoice. If we have charged parking on a prepayment invoice and no parking is incurred on site then we will retain this as credit on your account and apply it as credit to any subsequent call out (if any). Parking fees are non-refundable. All of section (6) conditions apply to customers that have prepaid before bookings.

## 7. ADDRESS

ACL

152 – 160 Kemp House City Road

London United Kingdom

EC1V 2NX

If you have post or check/s to send, we do not accept post at the above address. Please email us at [hello@airconditioning-london.co.uk](mailto:hello@airconditioning-london.co.uk) so we can give you our mailing address.

**8. INFORMATION** The Information you provide or we hold may be used by us or by our agents. All site visit addresses including commercial and residential that are emailed to us are kept confidential and are not distributed to any third party companies or agencies for sales purposes.

**9. CREDIT CHECK** In connection with these terms, we may carry out a check with one or more licensed credit reference agencies such as Experian. They will retain a copy of the search. Payment details of your account will be recorded and may be shared with other organizations to help make credit decisions about you and/or members of your household or company. This can also be used for debt collection and fraud prevention. This includes those who have moved house and who are in default. If you or your company fail credit reference check, we may request upfront payments for services. We are fully ICO compliant and ICO registered.

**10. CONTACT** These terms and conditions, together with the information overleaf are intended to set out the whole agreement between both parties. If you have any queries, please contact ACL, on 0333 360 08 28.

## 11. INSTALLATIONS

a) All systems remain the property of ACL, until paid for in full. Payments of Installations are agreeable with a deposit of the job being paid for upfront and remainders upon completion usually 25% unless otherwise stated by ACL. Deposits will be clarified at the time of quotation. Late payment fees also apply to installation, if payments have not been paid or submitted late, a late payment fee will be applicable which is at our current contractual rate set at 12.5% and will be added to the final bill, this is for clients who we give the option for paying later usually 14 days max. The final bill on installations is charged on site

(for any client we want) and our engineers will not leave without full payment of outstanding amount. It is at our companies' discretion if we choose not to bill on site and bill you later however if we persist that payment is made on site, our engineers will not leave until paid in full. Failure to make payment will result in engineers removing already installed equipment and you may be charged extra (half hourly rates) for wasting our time which will be added on top of the charges you already owe. Payments can be made on site by easy card payment or via bacs.

b) Any obstructions, i.e. Televisions, Furniture, and Computers etc should be moved prior to installation. If in the event this has not been possible, our engineers will move any items obstructing access, but whilst taking reasonable care, neither they nor the Company will accept any liability for damage. ACL agree to remove major debris and particles caused by drilling and other construction work after an installation of equipment's but will not offer a deep cleaning service after any installation such as sweeping and mopping of floors.

c) ACL will install systems to a high standard & all quoted equipment to the best of our ability. We will always advise our customers the recommended equipment for a project, however if the customer requests a more budget option than quoted and is not entirely satisfied after job completion we will not be held responsible for their choice. These may include things such as an undersized unit for an area space that is unable to provide correct sufficiency, sound pressure reduction, physical appearance of a unit placed in an area requested by the customer. The specifications of all equipment's are given to us by our suppliers.

d) Prior to Installation all unit specification will be verbally and/or written to the customer, also details & photographic imagery will be sent to the client for their information and satisfaction of knowing what systems will look like and consist of. If an Installation takes place and is semi or fully installed but the customer decides to change their mind about specification and systems please note that we have a no returns policy on all equipment and will be re

charged for a re-quotation of different specification. The original quote cost for labour may vary according to the specification. You the customer will be liable to pay in full the original agreed amount of a fully installed, tested & commissioned system/s despite a change of mind. You the customer will be liable to pay an amount invoiced by us if a system is semi installed. Invoice/s will be worked out accordingly.

e) Additional charges may also be applied to final invoice after installation of equipment if;

- During Site survey, specification is not fully visible & alterations are essential.
- System retro-fits or replacements call for alterations during work that may be unforeseen.
- Client loses or accidentally misplaces any equipment or system accessory which was delivered to site.

f) Additional charges will apply to installations where works are delayed as a result of client error. This will fall under our hourly and half hourly charges as standard until we can gain access, despite if an installation has been paid for. You will be billed separately. If installation works are postponed to a date differing from original date, to a weekend or bank holiday you may also incur further charges.

g) Unless specifically stated the following items are all excluded in your installation; Local authority/Landlord Consent or fees

Any making good or redecoration Any lifting/access equipment Any carpentry or building works of any kind Diamond drilling Provision of electrical supply & mains connection (unless we have specifically quoted for this) Electrical Certification Penetrations to building exterior Fitting of exterior louvers and attenuated panels Any out of hours works. Craneage Any item not specified

h) Any alterations, mistakes or works carried out by a client (either themselves or a 3rd party company such as electrician or engineer) during our repairs or installs (that we are undertaking) that will inflict or cause errors to our works which can lead to delays, or further spares, further visits, more parking, congestion or ulez or spending of access equipment, hire or purchases, or usage of 3rd party companies that we may need to use to complete or rectify the error or mistake the client has caused and may be liable and accordingly billed at end of originally scheduled works.

i) If a proforma has been paid for scheduled works and a client changes their mind this is not refundable. They will lose either 75% of their payment or they must proceed with works as scheduled. Installation costs are non-refundable whether the installation includes only labour or systems and labour.

**12. CALL OUT FEES & REPAIRS / DIAGNOSES / MAINTENANCE (normal time: 9:00am to 05:00 pm)**

a) Our call out service is Free between 8:00 and 17:00 hours, meaning travel time to your site is not chargeable by us the supplier. However, we do start charging 'on site charges' as per our charges list (stated above in section 3) as soon as our engineer's vehicles have reached your place of business/residence. Parking, Ulez

and congestion charging are all charged to our customers. Call out fees and on-site charges do not apply to maintenance contracts under the conditioning that they are regularly serviced however congestion, Ulez and parking may be applicable.

b) To attend in the event of an involuntary stoppage of the equipment and to make such repairs or adjustments as may, in the Company's opinion be necessary to obtain satisfactory operation and charge. The cost of any replacement parts involved shall be charged to the Customer by prescribed hourly rates.

c) We will charge you a minimum of 1.5 hour at current rate which is compulsory even if the engineer has diagnosed or fixed a system within 20 minutes (example) or less of being on site, delays on site or other issues such as security. The hourly charges are not negotiable once agreed and an engineer has been deployed. After the 1-hour period the half an hour rule applies and is set at current rate with the same terms as the 1st.

d) Should it be found necessary as a result of attending engineers' inspections to replace/order/use any parts such as oil, oxygen free Nitrogen, refrigerant, cleaning chemicals, fan motors, valves etc the cost of such materials will be charged to the customer at current price list. Equipment used are not negotiable with price.

e) Should it be found that some equipment is necessary in order to carry out task on day of booking with engineer on site, and if job is critical, we would advise client of cost of equipment and if the engineer can get it the same day and return to site, all our time is chargeable without any retention meaning from site to supplier and supplier to site again. f) "We" ACL endeavour to give the best advice regarding repairs to our client's Air Conditioning or Refrigerated assets before major works are done after diagnoses has been performed on site. We may advise in some circumstances to replace systems without any more diagnoses as some systems may be adverse or critical. Or we may advise to proceed with repairs but will always give a probability of failure even after repairs. In such cases, "you" the customer are still liable to pay for all of our on-site time, any equipment used, PARKING / ULEZ or CONGESTION charges.

g) If service / maintenance is required on site and you are unsure of how many total units you have, an engineer will do a count and service all. You will be

charged per indoor unit per visit). Condensers are inclusive and are not accounted for. If some units need servicing and some diagnosing, we will have our engineer record the time only consumed for repair / diagnoses, as maintenance is fixed fee, so you are billed fairly and correctly.

h) Larger on going jobs with continuous works will be billed whilst attending to keep payments up to date and for large bills not to amount at end of works. These will be sent to client via email. i) Unused time on a compulsory call out cannot be utilized on a subsequent call out. A new call out to the same client will incur on site charges as standard. Continuation rates (HALF HOURLY INCREMENTS) will be applied for long on going jobs. Long ongoing jobs are considered to be 2 days+

**13. OUT OF HOURS CALL OUT, WEEKEND AND BANK HOLIDAY FEES** a) Our company can attend an emergency if we agree with 'you' the client. Time to get an engineer on site may vary and any attendance will be subject to an engineer being made available by our company to establish a site visit. Call out fees for (Mon-Fri 17:00 to 08:00 hours) are chargeable at £85.00. This service only applies to branches/businesses within the M25 Section. b) The rate is £95.00 for call outs on weekends, public holidays and bank holidays etc c) Any parking or equipment used are chargeable at current rates.

**14. WARRANTY FOR INSTALLATIONS & REPAIRS** The Supplier is not the manufacturer of the Goods, however, when the Client books an installation (as specified in the quotation for new system) the Supplier shall Endeavour to transfer to the Client the benefit of the warranty issued by the manufacturer in respect of the Goods. For repairs that are successful, we give a 6 month warranty period with conditions. The Conditions are as set below; • That the system/s we have rectified is/are not tampered with by the client or any other engineering company • No physical damage is done by events such earthquakes, gale force winds or other natural disasters • If we are called out to a fault for previously rectified system/s and it is found that other components not relating to our work have Wear and tear or have failed, then this will not be covered.

#### **15. DELIVERY OF GOODS.**

a) Unless otherwise agreed in writing by the Supplier, delivery of the Goods shall take place at the Supplier's address. The Client shall take delivery of the Goods on the date that the Supplier notifies the Client that the Goods are ready for delivery.

b) Any dates specified by the Supplier for delivery of the Goods are intended



to be an estimate and time for delivery shall not be made of the essence by notice. If no dates are so specified, delivery shall be within a reasonable time.

c) Subject to the other provisions of these conditions the Supplier shall not be liable for any direct, indirect or consequential loss (all three of which terms include, without limitation, pure economic loss, loss of profits, loss of business, depletion of goodwill and similar loss), costs, damages, charges or expenses caused directly or indirectly by any delay in the delivery of the Goods (even if caused by the Supplier's negligence), nor shall any delay entitle the Client to terminate or rescind the Contract.

d) If for any reason the Client fails to accept delivery of any of the Goods when they are ready for delivery, or the Supplier is unable to deliver the Goods on time because the Client has not provided appropriate instructions, documents, licenses or authorizations:

(a) Risk in the Goods shall pass to the Client (including for loss or damage caused by the Supplier's negligence);

(b) the Goods shall be deemed to have been delivered; and

(c) the Supplier may store the Goods until delivery, whereupon the Client shall be liable for all related costs and expenses (including, without limitation, storage and insurance).

e) Clients shall be held responsible for any missing delivered equipment and or stored accessories or installation materials left on site during works. During installations, we always ensure our suppliers have correctly delivered the right equipment including quantities. All delivered equipment, systems or ancillaries are audited on arrival by the admin team who liaise with on site engineers. If any equipment does go missing due to a lack of negligence or misplacement by recipient, you will be charged for replacements and may reflect your final invoice.

## 16. GUARANTEE OF WORKS

Works carried out by ACL limited come with guarantee. Most installations carry a 1-year installation guarantee with conditions. If any installation ancillary should fail due to engineering fault within the 1-year period, which is not likely, ACL agree to attend for free and eradicate the issue at our own expense. If however it is found that some (not all) equipment may be defective and found to be a manufacturer fault and not an installation fault, our time on site is chargeable to amend, de-assemble any such faulty equipment. Most manufacturers have their own warranty on ancillaries and equipment and an investigation or diagnoses may be made or faulty equipment sent back to the

associated supplier for any warranty issues for further diagnosis or respective replacements. For repairs warranty please see section 14 of the terms.

## 17. DISCOUNTS

ACL may give discount up to but not exceeding 10% for first time customers on all 'on site time' or 'maintenance' visits. This only applies when we have offers. We may withdraw offers anytime and you may be subject to pay full cost without any discount. Please check our Instagram page for current offers. Discount cannot be applied to Congestion, Ulez, Parking, Refrigerant or any other material that may be used. Discounts cannot also be used in conjunction with any other offer that may be on the website or advertised on any other sites such as twitter and Facebook. If a customer pre-pays a maintenance for 2 or 3 visits, they may be liable for a 10% discount on any 'on site fees' within the period of their maintenance intervals. Discounts may be withdrawn at any time without any notice by 'us' ACL.

**18. QUOTATIONS** All quotations are sent to 'you' the customer via email based on the information you supply us. Once a quotation is sent and accepted by 'you' the customer, you may book a site visit for a full-on site survey. After a site visit is conducted, we will send you a formal quotation for acceptance. This service is chargeable @ £135.00 fixed fee plus congestion, ulez or parking (if applicable) and an invoice will be raised for the visit before survey takes place. This cost will be redeemable if a purchase is made within a set time period.

## 19. SPARES & RETURNS

We (ACL) are not the manufacturer of spares or equipment. If an order is placed by you (the client) and is no longer needed or is the wrong part, generally all of our suppliers will have a restocking fee and may be only returned if it meets certain criteria. Every supplier has their own percentage of restocking fee and varies depending on which supplier we used. Spare parts or equipment must be in its original condition and boxed and unused. Some of our suppliers may only allow a limited time after order was received by you (the client) to return, if all conditions of theirs are met. We at ACL may also add an admin fee for any returns and varies depending on value of item. Please note some spares may not be returned at all. If we have attended a job and ordered the wrong or incorrect parts by engineering or admin error we do cover this and is not the responsibility of the client. We cannot take liability for supplier's delays or mistakes. If a manufacturers design specs have changed on spares and upgraded parts, additional costs may incur for 3rd party supplies to be supplied in order to carry out or finish a job. If one of our

suppliers have delays in delivering, we will not accept any responsibility or be blamed for couriers out of our reach and control and we will only advise of ETA and do our best for them to minimize their delays by contacting these suppliers.

## 20. CREDIT & REFUNDS

Anything prepaid such as service, pressure and leak test, gas, parking, or consumable item for a call out or breakdown, will not be refunded if value is up to £100.00. However we will keep as credit on system and can be used anytime for spares or a call out or service. If value is over £100.00 it will be refunded but £100.00 will be left as credit on our system for a future call out will can be used. This term does not apply to spares. Please see section 19 for spares. If a proforma has been paid for scheduled works and a client changes their mind this is not refundable. They will lose either 75% of their payment or they must proceed with works as scheduled.

## 21. QUOTATIONS

All quotations are sent to 'you' the customer via email based on the information you supply us. Once a quotation is sent and accepted by 'you' the customer, you may book a site visit for a full-on site survey. After a site visit is conducted, we will send you a formal quotation for acceptance. This service is chargeable @ £135.00 fixed fee plus congestion, ulez or parking (if applicable) and an invoice will be raised for the visit before survey takes place. This cost will be redeemable if a purchase is made within a set time period.

## 22. DELAYS, CANCELLATION & DOWNTIME

Our callout and maintenance service is AD-HOC only. We will make a booking on a request of a customer, however we work on a time schedule and what is available to us and our staff. During the summer periods, waits may be longer sometimes for our engineers to attend. If an engineer attends in our busy period and a revisit is required, the revisit cannot be demanded by our client for a next day visit. We will show the client requiring a revisit more priority but we will only book if there is availability. If a client chooses to use another contractor if they cannot wait, this will not make your bill void or non payable for whatever may be outstanding. If an engineer is delayed to attend a call out or service, for unforeseen circumstances or due to traffic, delays on a previous fault that they are attending, and are later than expected, we will always advise our client. If it is nearing a company's closing time and the engineer is delayed then this will be rescheduled by admin with the respectful client. Delays and cancellations can happen and although frustrating, sometimes there is nothing we can do about it apart from reschedule. If a client has attended a site to open up for an engineer, and an engineer has



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been delayed or cancelled given for the reasons above, this cannot be used against us or countered against us such as charging for their time or non-payment of a pending invoice or such.

**23. CONDEMNATION & RECCOMENDATIONS FOR FAULTY UNITS** If an engineer has attended a site and found a system or systems need to be condemned and replaced we will advise this at the first instance. We will always advise our clients the best solution. Some repairs may be more costly than installation, or simply just very costly, or maybe not worth it at all depending on age of units and condition including how many components are broke on it. Once we have advised it is down to you (the client) to make a decision but we will oppose your decision and warn of possible consequences and outcomes. If you have opted for repairs, we do not take ANY responsibility if your systems do not operate as desired or operate at all due to other components failure. In such instances the client (you) may not counter us and request for refunds on spent items or components, service, equipment consumed or labour consumed or parking congestion etc or use the excuse of paying for equipment and spares, and ignore our labour. As we had already condemned your system or strongly advised for a replacement. All invoices will be demanded at end on of job and demanded to be paid. Furthermore any jobs such as these that are going against our teams recommendations, will be billed incrementally when works are carried out to ensure our bills are settled whatever the scenario, if your unit works or does not work.

**Note: You hereby acknowledge our terms & conditions and are legally bound by our terms set as above. Amended MAY 2024.**