



TERMS OF PAYMENTS AND CANCELLATIONS

This document serves as the terms and conditions governing the provision of services by Plymouth Gas Services, registered address 35 Trelawney Avenue, Plymouth, Devon, PL5 1RH.

Section 1 CALL OUT CHARGES

The customer agrees to pay additional charges if they request services outside Plymouth Gas Services's normal business hours listed on our website. In particular, callouts after 5 pm on weekdays and anytime on weekends and public holidays may be subject to additional charges. Plymouth Gas Services shall provide a quote for any such additional charges before dispatching any engineers.

Section 2 CANCELLATION AND RESCHEDULING

The customer may cancel or reschedule the services by providing Plymouth Gas Services with reasonable notice.

The following conditions apply to cancellations and rescheduling:

- Cancellations made with seven or more days notice will not incur any penalty or fee.
- Cancellations made within seven days of the scheduled service will result in 50% of the initial payment invoice becoming nonrefundable.
- Rescheduling made with seven or more days' notice will not incur any penalty or fee.

- Rescheduling made within seven days of the scheduled service will result in a 10% additional fee on the original quote.

Section 3 PARTS AND MATERIALS

The customer shall be liable for the full cost of any parts and materials purchased by Plymouth Gas Services in connection with the services, whether or not such parts and materials have been installed.

Should the customer cancel a project before any parts have been installed by Plymouth Gas Services, the customer may return any unused parts and materials to Plymouth Gas Services, but shall be subject to a handling fee of 20% of the purchase price. Plymouth Gas Services shall refund the customer for the cost of the parts and materials returned by the customer, less the handling fee.

Section 4 PAYMENTS TERMS

Payment for the services shall be due and payable within seven days from the date of invoice or quote issued by Plymouth Gas Services.

The initial payment invoice is payable on booking.

The final payment invoice is due within 7 days of receipt.

If payment is not received by the due date, the customer shall be liable to pay late payment fees as follows:

- Payments received between 8 and 28 days late shall be subject to a 5% late payment fee.
- Payments received more than 28 days late shall be subject to a 10% late payment fee plus an additional charge of £5 per day on the outstanding balance.

The customer agrees to pay all fees and charges imposed by Plymouth Gas Services under this policy.

This policy constitutes the entire agreement between the parties regarding the subject matter herein and supersedes all prior negotiations, understandings, and agreements. The customer acknowledges that they have read and understood this policy before the commencement of services by Plymouth Gas Services and agrees to be bound by its terms and conditions.

Updated 1st May 2023