



TERMS OF STANDARDS AND GUARANTEES

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. By requesting the services of Plymouth Gas Services, the customer agrees to be bound by these terms and conditions.

Section 1 PARTS AND PRODUCTS

Plymouth Gas Services warrants that all parts and products purchased by Plymouth Gas Services are covered by the standard manufacturer warranty.

Plymouth Gas Services does not warrant parts or products purchased by the customer or second-hand parts. Plymouth Gas Services reserves the right to decline to fit such parts, and any such parts will not be subject to Plymouth Gas Services's warranties.

All parts and products in their original condition purchased from Plymouth Gas Services are subject to a 14-day return policy. Parts and products that are in situ and all other services are exempt from the 14 day cooling off period.

Plymouth Gas Services offers a workmanship warranty of 12 months from the date of the final invoice for payment of the work. This warranty covers the workmanship of Plymouth Gas Services's engineers and includes the commitment to investigate and make repairs where fault is agreed by both parties. Any repairs made under this warranty will be carried out to the original agreement.

Section 2 CERTIFICATIONS AND SAFETY REGULATIONS

Plymouth Gas Services agrees to stay up to date with all relevant certifications and memberships, as listed on our website.

Plymouth Gas Services also commits to following all safety regulations set out in The Gas Safety (Installation and Use) (Amendment) Regulations Act 2018.

Any Health and Safety Concerns should be reported to Plymouth Gas Services main office as soon as possible.

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. This policy constitutes the entire agreement between the parties regarding the subject matter herein and supersedes all prior negotiations, understandings, and agreements.

Updated 1st May 2023