

## Terms & Conditions

Our aim is to make your new kitchen installation as smooth and enjoyable as possible. These Terms & Conditions explain how we work and help ensure everything is clear from the start.

### 1. Our Agreement

These Terms & Conditions, together with your written quotation and any agreed plans, form the agreement between you (the homeowner) and us (the installer).

### 2. What's Included

Your quotation covers the supply and installation of your kitchen exactly as described in the agreed quote and plans.

Anything not specifically listed is **not included** unless we agree it with you in writing.

### 3. Measurements & Your Home

All measurements and assumptions are based on information available when we prepare your quote.

As every home is different, we may uncover issues such as uneven walls or floors, hidden pipework, wiring, or structural concerns once work starts. If extra work is required as a result, **additional costs may apply** and will be discussed with you first.

### 4. Changes & Alterations

We understand that ideas can change once you see everything coming together.

- Any changes requested **after you accept the quote** (for example changes to layout, units, finishes, appliances, or design) may result in **extra charges**.
- Extra costs may include additional labour, materials, re-ordering items, waste removal, or delays to the installation.
- Wherever possible, we'll explain any extra costs and agree them with you before carrying out the work.

### 5. Unexpected Issues

Occasionally, unexpected issues arise once work begins (for example plumbing, gas, electrical, or structural issues that were not visible beforehand).

- We'll explain the issue clearly and discuss the options with you.
- Any additional work will be charged separately and agreed in advance, unless it's required urgently for safety or legal reasons.

### 6. Gas Safety

Any gas work will be carried out by a **Gas Safe registered engineer**, in line with UK safety regulations.

- Gas work is included only if clearly stated in your quotation.
- If additional gas work is needed (such as altering pipework or bringing existing installations up to current standards), this will be charged as an extra.
- A **Gas Safety certificate** will be provided where applicable.
- We can't be responsible for existing gas installations that are found to be unsafe or non-compliant once work starts.

## 7. Electrical Work

All electrical work will comply with the **latest UK wiring regulations (BS 7671)**.

- Electrical work is included only where stated in your quotation.
- Any extra electrical work required due to changes, upgrades, or issues uncovered during installation will be charged additionally.
- Where required, work will be completed by a **Part P registered electrician**.
- An electrical certificate will be provided where applicable.
- We are not responsible for existing electrical installations that do not meet current standards once exposed.

## 8. Building Regulations & Building Control

Some kitchen works may fall under the **Building Regulations**.

- Unless stated otherwise, **Building Control fees are not included** in your quotation.
- We'll advise you if Building Control approval is likely to be required.
- Any additional work needed to meet Building Regulations will be treated as an extra cost.
- Delays caused by inspections or approvals are outside of our control.

## 9. Prices & VAT

- All prices are exclusive of VAT unless stated otherwise.
- VAT will be charged at the current UK rate.
- Prices are based on current material and labour costs at the time of quoting.

## 10. Payments

Payment terms will be clearly shown on your quotation or invoice.

- Payments must be made in line with the agreed schedule.
- Any additional costs agreed during the project must be paid as agreed and may be required before completion.

## 11. Timescales & Delays

Installation dates are estimates and may change due to factors outside our control, such as supplier delays, access issues, or changes requested by you.

These delays do not cancel the agreement or entitle a refund.

## 12. Your Responsibilities

To help everything run smoothly, we ask that:

- We have clear and safe access to your home
- The kitchen area is clear of personal belongings
- Water, electricity, and gas supplies are available
- Decisions are made promptly to avoid delays or extra costs

## 13. Ownership of Goods

All materials and appliances supplied remain our property until **full payment** has been received.

**14. Workmanship & Your Rights**

We take pride in our work and guarantee our workmanship for a reasonable period after completion.

Manufacturer warranties apply to appliances and materials.

Nothing in these Terms affects your rights under the **Consumer Rights Act 2015**.

**15. Completion & Snagging**

Once your kitchen is finished, we'll give you the opportunity to check everything.

Any minor issues should be reported promptly and we'll arrange to put them right within a reasonable timeframe.

Final payment confirms acceptance of the completed work, subject to agreed snagging.

**16. Cancellations**

If you cancel after accepting the quotation, you may be charged for costs already incurred, such as design work, materials ordered, and labour.

**17. Governing Law**

These Terms & Conditions are governed by the laws of **England and Wales**.

**18. Acceptance & Signature**

By signing below, you confirm that you have read, understood, and agree to these Terms & Conditions, together with the agreed quotation and any plans provided. This agreement becomes binding once signed by both parties.

**Customer (Homeowner)**

**Name:**

**Signature:**

**Date:**

**On Behalf of Silas7 Ltd**

**Name:**

**Signature:**

**Date:**