



12 Hollow Lane, Reading, RG2 9BT  
0118 3483454 – 07949069317  
info@gs-roofs.co.uk

#### Terms and Conditions

### **These terms and conditions explain the rights and responsibilities of the client and GS Roofing.**

1. GS Roofing will provide all customers with a written quotation, which will include sufficient detail for the completion of the works. If any clarification is required, please contact us so that we can provide it. Extra works can be provided subject to a written confirmation including cost.
2. A 'contract' with GS Roofing is an agreement by the client to have work undertaken based on a written quotation headed 'Quote' submitted directly to the client on an official GS Roofing letterhead and is a clear and straightforward undertaking between the two parties to form a contract.
3. Once a quotation has been accepted (either verbally or in writing) then a contract has been entered into and these terms will come into effect. Quotes are valid for ONE month from the date on the quotation.

Once the client has entered a contract with GS Roofing, a 14-day cooling off period will come into effect should they wish to cancel the contract. The client can cancel their contract within 14 days by our cancellation notice below and send to [info@gs-roofs.co.uk](mailto:info@gs-roofs.co.uk).

4. All prices quoted are calculated based on free access and unimpeded working during our normal working hours (8am – 4pm Mon – Fri), unless otherwise agreed. Please note that we may be on site until 6pm or on a Saturday. We will get prior agreement with the client should this happen.
5. It is the customer's responsibility to arrange planning permission, if planning permission is required for the work, GS Roofing may request to see proof that this has been agreed prior to beginning work.
6. Commencement of work is under the assumption of uninterrupted work for the duration of the contract and in accordance with planning permission where applicable. GS Roofing will not be held liable for any costs incurred as a result of delays due to unforeseen circumstances. (e.g., planning permission delays resulting in work having to stop)



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7. GS Roofing will agree all practical arrangements with regards to working methods with the client in order to provide minimum disruption to the client and allow work to be carried out efficiently by the contractor.
8. Free access is required for delivery of materials, scaffolding if required, skips etc.
9. All used or removed materials on-site remain the property of GS Roofing and will be disposed of accordingly.
10. Invoices will be sent out prior to the relevant payment date and Payments can be made by cheque (made out to GS Roofing) or cash, but bank transfer is our preferred method. All invoices include our bank details for bank transfers.
11. Insurance – GS Roofing has Public Liability Insurance to the sum of £5,000,000. All usual general building practices are covered within our insurance policy.
12. All client information is retained in accordance with the Data Protection Act 1988 and all personal and other client details will remain confidential.
13. Guarantees: All customers will benefit from a full guarantee on our workmanship for a period of 12 months. Guarantees on materials run in accordance with manufacturer's warranty periods where applicable. Our guarantee covers all new work and new materials used in construction or repairs but does not guarantee the integrity of any existing structures, materials or decorations.
  - a. In the event of a failure beyond the guarantee period we will be happy to investigate the cause and negotiate a solution to the problem without delay and carry out any agreed repairs as soon as possible. Charges may apply for remedial work carried out beyond guaranteed dates or to items not covered by our guarantee.
14. No responsibility is taken by GS Roofing for the presence of perished or rotten timber (or any other perished or rotten materials) in existing structures.
15. GS Roofing advice clients to keep all valuables and expensive items safe and secure for the duration of the works, as we cannot be held liable for any theft or loss.
16. Discounts and retentions: Prices are based on the understanding that no retentions are held unless previously arranged and authorised.



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17. We will endeavour to always employ a helpful attitude and will always attempt to bring the building works to a satisfactory conclusion as soon as possible considering weather conditions, availability of specialist materials and unforeseen circumstances etc.
18. GS Roofing will take pictures of the progress of our projects. We will seek the homeowner's permission to use these pictures in our portfolio of work, on our website and on various social media websites for marketing and information purposes.





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## COMPLAINTS POLICY

GS Roofing always endeavours to provide the best level of service for every customer. However, on rare occasions, there may be times where a customer is not completely satisfied. To ensure the business can put things right as soon as possible, Please read our complaints procedure below. The business will then be able to respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and the high standards the business aims to achieve.

In the unlikely event there is anything you are not completely satisfied with, please contact the business as soon as you can so the problems can be rectified as soon as possible.

### Our Procedure

Either call, email or write\* to us. The business aims to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

\*Please provide proof of postage

Where the business is unable to resolve your complaint using the business complaints procedure, as a Which? Trusted trader we use a Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that the business cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so, please contact Which? Trusted traders in the first instance on 0117 4566031.