

Terms & Conditions:

1. **Carriage Charges:** All orders are subject to separate carriage charges. Unless otherwise advised, carriage will be quoted for delivery to the UK Mainland only.
2. **Delivery Dates:** Delivery dates are subject to credit approval and are estimates only.
3. **Supply Only:** Unless otherwise stated, parts are supply only; installation and/or re-commissioning are excluded.
4. **Haulier Deliveries:** For haulier deliveries of larger items, off-loading to ground level is excluded but can be included at extra cost. Additional delivery charges may apply if a consignment cannot be delivered on the first attempt.
5. **Bespoke Items:** Items bespoke to a specific contract or for non-Hoval equipment are non-returnable and non-refundable following receipt of an official order.
6. **General Parts Returns:** General parts returned within 14 days from delivery, unused and in good condition, with original packaging, will incur a 30% handling and re-stocking charge.
7. **Firing Device & Control Board Returns:** Boiler firing devices (such as MBCA and BIC boards) and control boards for other product types are refundable only if the original packaging is unopened and the security seal is intact. Restocking charge apply as above.
8. **Returns Process:** Returns will not be accepted unless accompanied by a completed 'Customer Returns' form.
9. **Damaged or Lost Goods:** All goods damaged or lost in transit to the customer-designated delivery address should be reported to Hoval and the carrier in writing immediately after delivery. Damaged goods should be reported within seven working days, and Hoval will arrange collection at their own expense. Photographic evidence should be supplied.
10. **Engineer Non-Attendance Due to Unforeseen Circumstances:** While every reasonable effort will be made to attend appointments at the agreed date and time, the Company shall not be liable for any delay, cancellation, or non-attendance of an engineer where such delay, cancellation, or non-attendance is caused by circumstances beyond the Company's reasonable control. Such circumstances may include, but are not limited to, adverse weather conditions, road traffic accidents, vehicle breakdowns, illness, emergencies, industrial action, utility outages, acts of God, or other unforeseen events.
If an engineer is unable to attend as scheduled, the Company will endeavour to notify the Customer as soon as reasonably practicable and will arrange an alternative appointment at the earliest mutually convenient opportunity.
The Company shall not be responsible for any indirect or consequential loss, loss of profits, loss of business, or additional costs incurred by the Customer because of the engineer's non-attendance due to unforeseen circumstances.
Where payment has been made in advance for a specific appointment that cannot be fulfilled due to such circumstances, the Customer shall be offered either a rescheduled appointment or a refund of any fees paid for the unattended visit, at the Company's discretion and subject to applicable consumer rights.

Nothing in this clause shall affect the Customer's statutory rights under applicable UK law.

Guarantee:

1. **Parts Warranty:** Parts are warranted for twelve months from the date of delivery.
2. **Consumable Parts:** Consumable parts (such as ignition & ionisation probes and oxygen sensors) are guaranteed for six months from the date of dispatch from Hoval Ltd, provided the equipment is operated and maintained as per Hoval O&M and has not suffered external damage.
3. **Labour Warranty:** Labour quoted will be covered for three months, subject to the completion of relevant intervening routine maintenance at additional cost.
4. **Parts Pricing:** Any parts required will be charged at the price ruling at the date of dispatch, unless covered by extended warranty or multiple-year service contract discounts.

Conditions of Sale:

Hoval Limited Terms & Conditions of Sale apply (Copy available to download at <http://www.hoval.co.uk>).

Lead Time:

Based on our current workload and that of our specialist suppliers, a minimum of 14 working days' notice must be given for these works to be carried out following receipt of your official order to proceed.

Validity:

30 days from the quotation date. However, we reserve the right to issue superseding revisions/amendments within this time.

Brexit:

This offer is made based on the current terms of trade for EU and non-EU countries. Should the terms under which we trade change in regulatory regimes or law, we reserve the right to adjust the prices in the quote and/or order. We will not be held responsible for any late delivery of goods or services directly affected.

Payment Terms:

- **Customers with Credit Accounts:** Net 30 days from the date of invoice, unless by prior arrangement.
- **Others:** Pro Forma basis, please call for details.
- **VAT:** Excluded. This will be charged at the current rate applicable at the time of invoicing.

Cancellation Penalties:

If a site visit is cancelled within 48 hours of an agreed attendance date, Hoval Limited reserves the right to invoice the associated labour charge if we (or our specialist sub-contractor) are unable to re-deploy the engineers concerned onto other chargeable work.

Conditions of Attendance

Hoval Limited reserves the right to abort the visit based on the following conditions:

1. **Insufficient Lighting or Unsafe Conditions:** If there is inadequate lighting, restricted access, a dangerous working environment, or adverse weather conditions.
2. **Availability of Boiler Flue Brushes:** Site boiler flue brushes must be available for servicing the boiler tubes. Our engineers cannot carry all sizes. If brushes are unavailable, please inform us so we can provide a set at an additional cost. Note: TopGas & UltraGas boilers do not require brushes for servicing.
3. **Asbestos Presence:** If asbestos is suspected, it is the client's responsibility to maintain an accurate asbestos register.
4. **Serviceable Equipment:** Equipment must be operational unless previously advised. If not, we reserve the right to re-quote and charge for the time attended.
5. **Obsolete Parts:** For older equipment, parts may become obsolete and unavailable. We will make every effort to service according to the manufacturer's instructions, but we cannot guarantee parts availability.
6. **Abortive Visits:** Abortive visits may incur a charge at our standard rate, with a minimum of four hours.
7. **Non-Serviceable Condition:** If the boiler is in a non-serviceable condition, the visit will still be charged.
8. **Maintenance Standards:** We perform boiler maintenance generally in accordance with the scheduled tasks detailed in SFG20, except we will only check the condition of the flue local to each boiler.
9. **On-Site Contact:** A designated person must be on-site at all times during our engineers' visits to monitor their well-being and serve as a point of contact.
10. **Welfare Facilities:** Suitable welfare facilities must be provided for our operatives.
11. **First Aid Facilities:** First aid facilities must be available on-site.
12. **Weld Repairs:** For weld repairs to existing equipment.
 - a. **Chemical De-scaling:** We strongly recommend that boilers are chemically de-scaled prior to the commencement of weld repairs. Hoval can provide a quote for this work if requested.
 - b. **Preparation of Boilers:** We assume the boiler(s) to be repaired will be fully drained, spaded off, and electrically isolated prior to our arrival.
 - c. **Flue Disconnection:** If we are replacing boiler smoke tubes, the flue may need to be disconnected from the boiler rear smoke box. You should engage a flue specialist to handle the disconnection, reconnection, and sealing.
 - d. **Exclusions:** Unless otherwise stated, we exclude the isolation and disconnection

of the gas and/or oil supply pipework to each burner, opening of the boiler door, removal and refitting of smoke tube retarders, closing the boiler door, reconnection of the fuel supplies, and re-firing of the boiler.

e. **Hydraulic Pressure Test:** We will carry out a hydraulic pressure test on each repaired boiler up to a maximum of the boiler design pressure, which is generally the same as the safety valve lift pressure. You should remove each safety valve(s) and blank off the associated pipework connection prior to the hydro test to avoid lifting the safety valve(s).

f. **Witnessing Pressure Tests:** The hydraulic pressure test(s) can be witnessed by your representative at the scheduled time. If we are delayed in carrying out the pressure test(s), additional costs may apply.

g. **Quotation Accuracy:** We will use our best efforts to provide an accurate quotation for your weld repair work. However, we reserve the right to re-quote if we start the work and find the boilers are full of scale, preventing a successful weld repair, or if the extent of the repairs is greater than originally anticipated based on our visual site inspection or photographs you have supplied.

h. **Fire-Watch Requirements:** Please advise if you have specific 'fire-watch' requirements prior to placing an order, as we only allow for a maximum 30-minute period.

i. **Replacement Smoke Tube Retarders:** Replacement smoke tube retarders can be supplied at an extra cost if required.

Exclusions

In calculating our price, we have not allowed for the following:

1. Any further remedial work found whilst carrying out this work (other than stated above) will be subject to further quotations or written agreement whilst on site.
2. Spare/consumable parts or high-level work platforms, unless stated.
3. Waterside cleaning, draining, dosing, water sample testing, etc.
4. Extended warranty unless previously agreed.
5. Consumable parts unless stated above.
6. Breakdown visits will be subject to further charges unless otherwise agreed in writing.
7. 24/7 breakdown coverage unless stated.
8. Parking charges. We assume parking on-site is available free of charge. Any parking costs incurred will be forwarded in addition to the stated price shown above.
9. Taking away and disposal of waste oils, liquids, gaskets, or any removed boiler parts, including boiler tubes and/or boiler plate following a weld repair.
10. NDT testing and/or insurance surveyor examinations associated with the Pressure Equipment Regulations.
11. Boiler de-scaling, which would be the subject of a separate quotation.

Basis

Our quoted price is based on us being able to complete all works in one continuous visit, during normal working hours, at a date and time to be mutually agreed. Should separate visits be required, this must be by prior arrangement, and the costing of the visit may be affected. We will require uninterrupted access, adequate fuel(s), and adequate load for the duration of the visit to re-check the combustion settings at full and part load, ensuring optimum settings for burner efficiency.