



Sussex AVS

Email: accounts@sussexavs.co.uk
Company number: 10377403
Vat number: 252314829

Terms and Conditions

1. The company will acknowledge any order involving installation, service or repair work by the company's engineers, in writing, following receipt of the customer's official order. The order acknowledgement will confirm the date of the commencement for installation and whether any preparation work by others is required prior to the scheduled date for commencement, together with any details of final survey which will be undertaken by a company engineer.
2. Any failure to advise the company in writing of any change or revision of the date of commencement may result in charges being imposed to cover costs incurred by the company. Should this confirmation of cancellation or postponement not be received by the company within 5 normal working days prior to the scheduled start date, the company reserves the right to charge labour time and travel expenses, currently rated at a minimum of £300.00 excluding VAT per man, per day scheduled on site.
3. The company may similarly charge on a pro-rata basis for such expenses owing to abortive site visits for any reason beyond the company's control such as, for example, the non-preparation of items agreed or the non-commissioning of the mains power supply etc.
4. A final survey will be undertaken by a company engineer prior to full acceptance of contractual liability by the company.
5. A mains power supply must be commissioned by others, terminating in a suitable isolator/fused spur. This will require a part P latest edition electrician.
7. The customer will provide safe and secure storage for all goods delivered to site that are not due for installation on the date of delivery.
8. Free and unobstructed access must be provided during the period of installation. Time lost owing to any infringement of this condition will be chargeable at day work rates or the relevant premium rate where applicable.
10. The company engineer(s) must be provided with free use of 240v AC mains power for power tools within the work area.
11. The customer must ensure that adequate lighting will be freely available in the work area for the duration of the installation. If additional lighting is required the company will do it's best to supply temporary lighting. This lighting will be of a non-fixed state and will be removed once the works are complete.
12. The customer must inform the company, in writing, at least 7 working days prior to commencement of installation, of any special requirements pertaining to hazardous working conditions, age limitations, medicals, permits of work etc.
13. The company will charge the customer for it's own cost against specialist equipment and plant hire, clothing, power tools or any other article required as a condition of installation by the customer.
14. Installation will be undertaken during normal working hours, i.e. 0900-1800 hours, Monday to Friday, unless otherwise agreed in writing to the company.
15. Any additional work or equipment specified by the customer during the period of installation must be confirmed in writing to the company prior to the work being carried out. Alternatively, authorisation must be confirmed on the engineer's work sheet and signed by the customer's authorised signatory. In this event the company will raise an additional invoice to cover the additional work and materials or products authorised.

Postal Address: 6 Victoria Park Gardens, Brighton, BN41 1NN, Tel: 07741251414

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16. (Engineers Survey) The purpose of the engineers survey is to confirm the technical suitability of the equipment specified and to discuss any civil or electrical preparatory work to be done by others. Additional visits, on a "consultancy" basis, can be organised but will be chargeable at £300.00 excluding VAT per day.

The company will confirm any amendments to specification or conditions on installation, following the survey, if appropriate.

17. Unless otherwise specified a deposit of 75% for works are required. If additional equipment is required the customer will be liable for the cost of this equipment which must be paid before work starts. All installed equipment, cabling and any other fittings supplied by the company will remain the property of the company until the final invoice is paid in full.

18. If the customer cancels the works after the works has started the customer will be liable for all works, equipment and any other costs incurred up to the cancellation date. The customer will then be issued with a final invoice that needs to be paid within 14 days.

19. All customer and free issue equipment unless tested by the company will be installed as is. All warranties and liability for this equipment will rest with the customer.

20. Internet speeds will be tested but these may vary from time to time, due to environmental and physical influences. The company will not be held responsible nor accept any liability for poor speeds. The company will advise and help the customer to try and remedy these issues.

21. The company will not be liable if works by other contractors and /or the customer are not completed and stops the company from continuing/completing the works.

22. The company cannot be held liable for acts of god in continuing/completing the works.

23. The company will take photographs of all completed works and/or any questionable works. These photographs will be recorded as evidence of works completed or any works that may require specialist works where details are needed.

24. The customer accepts that the company may use photographs for its image gallery and advertising but under no instance that the identity, address or location of the taken pictures or individual be disclosed.

25. Failure to make payments on time or as agreed per the proposal will be subject to an administration fee and may incur additional interest that will be calculated as per government guidelines as set out below.

Amount up to £999.99 a charge of £40, from £1,000 to £9,999.99 a charge of £70 and from £10,000 or more a charge of £100

26. The interest on late payment for goods or a service is 8% plus the Bank of England base rate charged at a daily rate until full payment is made.

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