

Thank you for your order/ purchase with R & R Services Ltd. Please read the following carefully so that you fully understand our terms and conditions.

1. Upon signing by the customer, a binding contract will be created in respect of the order detailed overleaf and such contract shall be subject to cancellation by the customer as detailed in point 2. R & R Services Ltd reserves the right to cancel any order by refunding all monies paid upon receipt of an unsatisfactory survey or unsatisfactory credit reference being obtained in respect of the customer.
2. The customer may cancel the order without penalty during the cooling off period which will run for 7 days from midnight on the day on which the order was signed by the customer where the contracts are negotiated away from the business premises and by an unsolicited visit. Any cancellation must be received in writing. After this period R & R Services Ltd reserve the right without prejudice to claim damages for breach of contract. The company may at its sole discretion in appropriate cases agree to the cancellation, upon the payment to the company of all expenses incurred to date.
3. The customer hereby agrees to permit the company reasonable access to the site where the installation is to be carried out. All items that could impede the work must be removed by the customer. R & R Services Ltd reserve the right to charge for the time taken to remove such items or for time lost due to access issues.
4. The order as detailed overleaf shall commence within a reasonable period of time from the date of the agreement. R & R Services Ltd cannot be held responsible for delays caused by weather conditions, problems due to suppliers or illness. R & R Services Ltd reserves the right at all times to vary its installation designs and specifications without prior notice.
5. In some instances a deposit may be required. Balances must be paid immediately on completion of the installation, excluding any remedial issues which will be resolved within 14 days of full payment. Payments can be made by cheque, cash, credit or debit card or bank transfer. Credit cards are subject to a 2.5% surcharge. Card Payments can be made by phone or by a visit to our premises. Larger orders will require stage payments.
6. In some instances a split payment may be required between R & R Services Ltd and another contractor.
7. Your guarantee is void unless your account is paid in full. R & R Services Ltd products are owned in entirety by the company until full payment is made by the customer.
8. All cabinets carry a 10 year manufacturer's warranty against faulty workmanship.
9. All doors, drawers, handles and wireworks are guaranteed for 12 months.
10. All appliances including sinks and taps are covered by a manufacturer's warranty. It is the customer's responsibility to register their appliances with the manufacturer, within the terms and conditions of the manufacturer. Model codes of the appliances should be noted on your kitchen installation plan.
11. All work top joints must be kept free from liquid or moisture ingress. Damage due to liquid or moisture is not covered by your guarantee.
12. Please note, colours and shades may vary from samples and pictures shown. Natural product's colour and shading cannot be guaranteed i.e. wood or granite.
13. All plinths, fillers and surrounds are fitted to normal tolerances. Plinths require up to a 12mm air gap. Dishwasher plinths require a 20mm gap.
14. Taps cannot be guaranteed against dripping due to lime scale build up. It is the customer's responsibly to check for any water leak that could cause damage to any item, after installation.
15. Please carefully check your fit plan. All your requirements should be included on this plan. You must contact R & R Services Ltd immediately via email if this is not the case so that changes or mistakes can be rectified at this stage.
16. No guarantee is given that the installation of R & R Services Ltd products will eliminate or reduce any condensation or mildew on existing premises.
17. Removal of old wall or floor tiles may result in extra plastering or self-levelling being required at an extra cost.
18. Tiles may vary in colour or shade and are not always flat or uniform in size. This can lead to discrepancies when laid, especially in brick bond.
19. Natural, porcelain special pattern tiles will incur an extra charge for laying.
20. All electrical work carries a 12 month parts and labour guarantee. Bulbs are not guaranteed.
21. All heating, plumbing or gas work carries a 12 month parts and labour guarantee.
22. All construction/building work, i.e. extensions, roofing, conservatories, orangeries, porches, patios, garden walls, paths, internal wall removals including beam work are guaranteed for 2 years. R & R Services Ltd are not responsible for any subsidence due to mining, flooding, drought, ground settlement or geological faults in the area or severe weather conditions.
23. The undertaking hereby given is subject to the following conditions and exclusions. The fault shall not have been caused or contributed to by the customer or any third party, accident, misuse or neglect and that the fault is reported to R & R Services Ltd within 24 hours of occurring.
24. In the event that R & R Services Ltd shall attend the customer's installation at the request of the customer under the terms hereof and reason shall be found to relate or not to conform to any matters set out above in point 23 hereof R & R Services Ltd shall be entitled to charge the customer for free time spent at the R & R services Ltd standard rates. (Details of which are available on request).
25. In the event that R & R Services Ltd does make a charge to the customer under any of the above points, hereof the terms of this guarantee shall be suspended until full payment is made.
26. R & R Services Ltd reserves the right to change or withdraw the terms and conditions of any future guarantee at any time, without prior notice.
27. All trade/supply only products carry a 12 month parts guarantee, excluding any problems caused by incorrect installation.
28. All items supplied, or work carried out at commercial premises carries a 12 month guarantee parts and labour.
29. The guarantee is given to the assigned customer and is not transferable.
30. Labour/workmanship is guaranteed for 12 months.
31. Any service, product or work not listed above carries a guarantee for 12 months.
32. Any work under taken by any other company or trade person on products supplied by R & R Services Ltd will invalidate the guarantee.
33. All guarantees run from the date of the original installation.
34. The terms hereof do not affect the customer's statutory rights.
35. The terms hereof shall be contrived under the laws of England and Wales.
36. Alarm blocks, sensors, telephone & TV points are not covered by R & R Services Ltd guarantee. They should be removed/relocated prior to installation by the providers. If any of the mentioned are to be removed/relocated at the time of installation then a charge will be made to cover any costs. This work will be carried out at the homeowners risk and no liability will be held for any past present or future faults that may develop. Any callout or repair charges required by the provider or others will be the homeowners' responsibility.

The above guarantee is the only guarantee offered by R & R Services Limited, either written or verbal.