



TERMS & CONDITIONS

We undertake to do the best job possible for our customers for a fixed price. That is our commitment to you. Of course, like many businesses there is some 'small print' so here it is.

PRICING

- ✿ We operate a 'fixed' pricing scheme for a straight forward sweep or job.
- ✿ We rely on you to tell us what we are sweeping – the price will be quoted to you based on that information. If you have failed to tell us in advance of any problems, or that it is, for example a fireplace that is larger than normal, we reserve the right to 're-quote' on arrival. You may decline to use the service at that point.
- ✿ In the event that we encounter a problem (this might, for example, be a blockage or a problem flue) the sweep will advise you in advance of completing any work if there is any extra charge to be made.
- ✿ If you decide you do not want the sweep to continue with the job, we reserve the right to make a charge to cover our costs including a contribution towards work already undertaken.

PAYMENT

1. Payment is due at the time of provision of the service except where arranged in advance.
2. Various payment options are offered.
 - ✿ You may pay by cash.
 - ✿ You may pay by cheque, payable to Wilkins Chimney Sweep.
 - ✿ Some of our sweeps take DEBIT or CREDIT cards – there may be an additional charge to use a card – the sweep will advise you in advance
 - ✿ BACS (bank transfer) details will be provided at the time of service if payment is not received. A reference will also be provided. If this is not quoted, we may have to contact you to trace payments.
 - ✿ If you wish us to provide an invoice, a charge of £5 (+VAT) where applicable will be added and payment will be required. Payments not settled within 7 days may attract a charge of 2% annually above the Bank of England Base Rate.
3. If we find a problem we will tell you. If we can resolve the problem but it is necessary to charge extra, we will tell you before the work is undertaken.

CANCELLATION

4. We understand that our customers have busy lives too. If you have to change or cancel an appointment please give as much notice as possible. We have allocated time in our day specifically for you and late notice cancellation may mean we cannot rebook. We may have turned away other customers if we have a full day. We reserve the right to charge a fee in the event that no-one is home when we attend the property and/or we cannot gain access. We reserve the right to charge in the event of a last minute cancellation subject to the Consumer Contracts (information, Cancellation and Additional Charges) Regulations 2013.

NESTS OR BLOCKAGES

5. We are unable to remove live nests in May to June when Jackdaws are nesting as it is illegal to do so (please see the RSPB guidelines). If we find a nest in the chimney when we are sweeping we will usually arrange to come back to remove it when it is legal to do so. Please don't ask us, or any other

person, to break the law and remove the nest when it is illegal. We will make a charge for our time if we cannot sweep. This will be credited to your account when we return to remove the nest for you.

WEATHER

6. If we are working outdoors (such as fitting a cage, cap or cowl) the work will be dependent upon the weather being suitable for working from a ladder. We're sorry if we have to postpone but we will do our best to carry out the work in good time

POTENTIAL PROBLEMS

7. While great care is taken to prevent damage to your property, the sweep cannot be held responsible for badly maintained or deteriorating pots, cowls, chimney stacks, fireplaces or any other part of your chimney. Material information should be disclosed, such as age and type of covering, and any known problems. We'll do our best to advise you and take precautions to prevent damage, but in some instances may recommend remedial work prior to sweeping or ask you to sign a disclaimer to allow us to continue. Please don't be offended - we'd rather you knew in advance.
8. We aim to sweep all types of appliances that burn solid fuel, wood, oil or gas, in residential or commercial premises. We do encounter some problems with woodburning stoves (and sometimes other installations) that have been fitted without provision for sweeping. Worse, some are not 'legal' installations and are just plain dangerous. We will do our best to sweep but sometimes we will be unable to undertake the job, leaving you with the best advice we can offer to rectify the problem.
9. Steel lined flues are not indestructible. We carry a range of brushes and will use the one most suitable for the job but tar is the enemy of the steel flue and very aggressive cleaning may not be appropriate. We will do our best!
10. Some of our sweeps may undertake 'power sweeping' (the use of a drill type device to 'flail' the chimney flue) but this will only be used when we feel that the condition of the chimney will support this method.

US!

11. All of our sweeps are registered under the Data Protection Act 1998. We will not sell your data and only make contact once agreement has been sought to do so.
12. All of our sweeps carry a low-tier environmental waste license.
13. We are a local, professional chimney sweeping business and we rely on customers coming back to us year after year. If you like what we do, please tell everyone! If we have disappointed you in any way, please tell us!