

## NBK Installation Terms and Conditions

### **Payment Terms\***

1. **Deposit Payment:** A 50% deposit of your total project cost is required at the time of booking your installation start date
2. **Second Payment:** 40% of your total project cost is payable two weeks prior to the agreed installation start date
3. **Final Payment:** Your final payment is due on satisfactory completion of your project and is made up of the remaining 10% of your total project cost plus any changes made during your installation as highlighted on your installation changes tracker (issued with your final invoice)

**Holding Deposits:** Holding deposits are a way to secure your installation start date prior to your project presentation. Holding deposits are issued at 10% of your estimated project cost and are fully refundable at point of presentation should you decide not to go ahead with your project. The value of your holding deposit will be deducted from your 50% deposit payment which will be issued within 7 days or at point of presentation.

**Additional Works:** After you have signed off your project final specification, you may decide that you wish for additional work to be carried out. We always aim to carry out this work during your allocated installation period, if this is not possible we will advise you on quotation. Additional works over the value of £1,000 will be invoiced separately and usually follow the structure of 50% on accepting our quote and 50% on completion of the additional works.

**We accept debit & credit cards, plus direct transfer payments (BACs) directly to our bank account.** Our bank details can be found on the footer of your invoice. All prices quoted include VAT at the current rate of 20%.

*Please note - Special order & custom made items such as hand made cabinets & tiles may require full payment on placement of the order and are non-refundable. Some items are subject to restocking charges should you change your mind so please ensure you are happy with your item prior to your final spec meeting as we are unable to waive restocking fees.*

**Start dates:** We endeavour to commence works during the week agreed with our surveyor at the time of booking in your installation on our Works Schedule.

**We cannot promise that your installation will commence on a Monday, but we will be in contact with you the week prior to update you.** Due to unexpected circumstances an installation date can sometimes change. We will always inform you as soon as possible if this was to be the case. Installations do not always run as per the schedule and may be either shorter or longer than expected.

**Bathroom & Kitchen Products:** We only fit the bathroom & kitchen products we supply. This ensures a smooth supply chain during the installation and also ensures NBK provides its customers with tried and tested products. **See workmanship guarantee terms & conditions for further details.** Should we be requested to fit any bathroom or kitchen products not supplied by



ourselves, this will be at our discretion and our workmanship guarantee will be void for those products. NBK can only install customer supplied products to the best of our ability and a high standard of finish cannot be guaranteed. Occasionally, an item may be out of stock at the point of ordering and you may be asked to look at alternate items. NBK carries out a quality check prior to us delivering to your installation, however, it is not always possible to identify product defects at this stage. If we discover a product defect during your installation, we will arrange a replacement as soon as possible. Delivery of replacement items to NBK is dependent on supplier dispatch times and can sometimes cause a delay. NBK cannot be held responsible for product manufacturing issues, however, we will act in your best interests in order to keep your installation running as smoothly as possible.

**Tiles and Tiling:** Our installation cost includes the fixing of your chosen tiles. We endeavour to calculate the correct amount of tiles required, however, additional tiles may be required during the installation depending on cuts and waste. At the end of the installation, some tiles may be left over and these cannot be returned. There are a number of tiles in our range which will incur additional costs due to the extra time required to install them. This cost will be discussed with you prior to the installation starting.

- Any tile smaller than 150mm x 150mm i.e. mosaics
- Tiles larger than 600mm x 300mm
- Porcelain tiles of any size and natural stone tiles

Please note, we prefer to only supply & fit tiles from our approved tile partners. In the event that you would like to purchase tiles elsewhere, you are welcome to do so, however please note that this will carry a handling charge and also void our workmanship guarantee.

**Plumbing:** Our installation costs are based on a plumbing and heating system that is fully serviceable. Occasionally, existing plumbing issues may be discovered during the installation, that may hinder or not allow the installation to proceed. Items such as seized stop cocks, gate valves and ball valves. On your heating system, items such as faulty motorised valves & pumps can also occasionally be found. We won't carry out any work without your consent and a price will be agreed with you if work is to be carried out. Any additional costs will be itemised on your final invoice.

**Electrics:** The current electrical regulations are very stringent and Part P Electrical Certification is a legal requirement. Whilst our bathroom and kitchen surveyors endeavour to identify all works required to complete your installation, they are not qualified electricians or electrical specialists. If there is any doubt about the compliance of your existing wiring and/or fuse board, our electrician will be asked to identify whether it will be necessary to upgrade components of your electrical system and/or your fuse board to enable us to certify the new work and to meet the current 19th Edition wiring regulations. This is a legal requirement for your safety. Should a new fuse board be required, fault rectification or earth cabling, this will be an additional cost, unless specifically covered within our original quotation. We won't carry out any work without your consent. Any additional costs will be discussed in full before going ahead and will be itemised on your final invoice.

**Buildings Work:** Substrate walls, ceilings and floors. Occasionally, we may find on the removal of your old bathroom or kitchen, that the surfaces presented to us are not of a suitable standard to allow us to carry out the installation to our usual high standard. Work may be required to reinstate



a surface back to a suitable standard. For example, a plasterboard wall that has suffered previous water damage, or a badly cracked ceiling that is loose. We won't carry out any work without your consent. Any additional costs will be discussed in full before going ahead and will be itemised on your final invoice.

**Asbestos:** Any dwellings built or refurbished before the year 2000 may contain asbestos based building materials or components. If during your installation we suspect asbestos may be present, we may need to have the area surveyed by a suitably qualified specialist who will take samples of the material in question for analysis. This will be agreed with you along with any additional costs. The results of this analysis will determine what work methods are necessary to provide effective control of the risks associated with this material.

In some cases, this will require works to be carried out by a licensed contractor - most asbestos work will require a contractor holding a licence with the HSE. We will not instruct a licensed contractor to undertake any works without your consent and a cost will be agreed with you if work is required. Discovery of asbestos would likely result in a delay in the completion of your new room. Any additional costs will be itemised on your final invoice.

**Waste Disposal:** If you have agreed for NBK to dispose of your waste, it will be managed by either a collection service or occasionally a skip as appropriate for your installation. Fridges/freezers will incur an additional cost if we are requested to dispose of. Alternatively, customers can contact their local council to dispose of these items. Waste will not be removed on a daily basis unless previously discussed and a cost agreed.

**Plastering/Decor:** If additional plastering is required that was not foreseen on the survey, this will be discussed with you. We won't carry out any work without your consent. Any additional costs will be discussed in full before going ahead and will be itemised on your final invoice. Occasionally, cracks in walls, ceilings & coving can appear during installation work. Should this arise, we will discuss it with you. Customers who wish to do their own decor will also be responsible for all filling of holes, caulking, sanding & decor preparation, ie, the typical works of all qualified decorators.

**Cancellation Rights/Start Work Now:** Under The Consumer Contracts (Information, Cancellations and Additional Charges) Regulation 2013, you have the right to cancel this contract within 14 working days of this notice being sent or given to you (this includes being directed to our website to view the terms and conditions online). During that period if you choose to cancel the contract, any money paid by you will be refunded. However if you have already given written (including post or email) approval for the work to begin (this could include specialist surveys, ordering of goods or other preparation works that incur costs to the company) before the end of the cancellation period you may be required to pay for the goods or services already provided. **If you wish for work to start prior to the expiry of the cancellation period, we require notice and ask that you follow the following template:** I/We agree that NBK Norwich Bathrooms & Kitchens may commence work on 00/00/00, before my/our cancellation period has expired. I/We understand that if I/we decide to cancel within fourteen working days, I/we may be asked to pay for any work that has been carried out prior to my/our cancellation. - Name of Customer - Project Address and Correspondence Address if different - Customer Signature (email signature if sending via email) - Date. Please note this can include additional works that have been requested or required whilst on site. We ask that where additional work is being carried out on site, that you advise on your 'start work now' notice via email to prevent any unnecessary delays.



If you wish to cancel the contract you must do so in writing and deliver personally or send (which may be by email or post) this to the NBK showroom you have been working with i.e. 2 Heigham Street, Norwich, NR2 4TE or Inspire House, 1 Vinces Road, Diss, IP22 4HQ. The person named on the notice should be the 'NBK Team'. We ask that you follow the following template should you wish to advise on notice of cancellation: **Customer Cancellation Notice** - Name of Customer - Project Address and Correspondence Address if different - I/We hereby give notice that I/We wish to cancel my/our contract dated; 00/00/00 - Customer Signature (email signature if sending via email) - Date.

**Complaints Handling Policy:** Should you have a complaint we kindly ask you to contact the managing director Gareth Pendleton. You can reach Gareth via the [sales@n-b-k.co.uk](mailto:sales@n-b-k.co.uk) email address marking the email FAO Gareth. Here at NBK we take our customer service very seriously and welcome the opportunity to have an open discussion with you should you feel dissatisfied with your NBK journey. We do have access to an alternative dispute resolution scheme via Which? Trusted Traders. As a Which? Trusted Trader we have joined this scheme to offer our customers reassurance and peace of mind that in the event of a dispute we will endeavour to resolve that matter both swiftly and fairly. **Which? Trusted Trader Complaints Policy** - The business always endeavours to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied. To ensure the business can put things right for you, 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 to the high standards the business aims to achieve. Please contact the business straight away with any concerns either by phone, email or write to us. If writing, get proof of posting. **Which? Business Complaint Procedure** - On receipt of your complaint the business aims to respond within 5 days. The business will arrange a convenient date to come and view and/or remedy the situation within 28 days. In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint. The business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to, you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922670040 who can explain if you are eligible to use their Alternative Dispute Resolution.

Please see our 'Privacy Policy' on our website at [www.n-b-k.co.uk](http://www.n-b-k.co.uk) to see how we process and deal with your data & information.

**We hope the above meets with your approval and please call if you have any queries.**

**Thank you**

