



TERMS & CONDITIONS

Central Vacuum System Installation | 9 October 2026

1. Quotations

All quotations are based on information available at assessment and remain valid for 30 days unless stated otherwise. Quotations may be revised where unforeseen site conditions are identified.

2. Site Survey and Deposit

A site survey is required before a final quotation can be issued. A £150 survey fee is payable before the appointment. If the customer proceeds with the installation and accepts the quotation, the £150 is deducted from the agreed contract price. If the customer does not proceed, the fee is retained for survey, travel and consultation costs, subject to any applicable statutory cancellation rights.

3. Acceptance of Quotation

A quotation may be accepted in writing, by email or by signing it. Acceptance confirms agreement to these terms, subject to applicable consumer rights.

4. Installation Dates

Installation dates are provisional until confirmed in writing. We will use reasonable care to meet agreed dates. Delays outside our reasonable control may require a revised programme; statutory rights are unaffected.

5. Access and Site Conditions

The customer must provide safe and reasonable access to areas required for the works, together with electricity and other utilities where needed. Material differences from disclosed site conditions may require a separately agreed variation.

6. Payment Terms

Payments are due in accordance with the accepted quotation or invoice. Ownership of materials and equipment remains with ProVac until payment in full, insofar as permitted by law.

7. Variations and Additional Work

Work outside the agreed scope will be quoted separately and, where practicable, approved by the customer before being undertaken.



8. Warranty

Manufacturer warranties apply to equipment supplied, subject to the terms for the exact make and model. For central vacuum machines, BVC provides ten years of manufacturer cover for eligible motor and electrical component defects, including the PCB; BEAM provides two years for those components. Menred machines have two years of eligible cover: manufacturer year one and ProVac-backed year two. Under ProVac additional commercial warranty, eligible repair labour is covered for 90 days from installation or commissioning for ProVac-installed systems, or from purchase for supply-only machines. After that period, labour and call-outs may be chargeable under the additional warranty. Installation workmanship cover is as specified in the accepted quotation. These commercial warranty terms do not restrict statutory consumer rights, including any legal entitlement to a remedy without charge. The additional warranty excludes defects caused by misuse, accidental damage, unauthorised modifications or inadequate maintenance. See the ProVac Product Warranty & Care Guide for further details.

9. Cancellation

If the customer cancels after acceptance, ProVac may seek reasonable, evidenced costs of materials specially ordered, labour already carried out and unavoidable committed expenses, where permitted by law. Any applicable statutory cooling-off and cancellation rights take precedence. The site survey fee is subject to clause 2 and applicable law.

10. Installation Exclusions

Unless specifically included in the written quotation: (a) chasing brick, blockwork or masonry is excluded and charged separately if agreed; (b) core drilling through concrete, brick, blockwork or external walls is by the customer/builder; (c) making good, plastering, filling and decorating are excluded; (d) excavation and reinstatement of trenches between buildings is by the customer; (e) 13A sockets and electrical wiring for ventilation boost switches, controllers and indicator panels must be provided by a qualified electrician. Changes to agreed duct or inlet locations, or additional visits caused by project delays or other trades, may be charged as an agreed variation at the applicable rate.

11. Liability

Nothing in these terms excludes or restricts liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud, or non-excludable statutory consumer rights. Any other limitation of liability applies only to the extent permitted by law and subject to a test of fairness and reasonableness where applicable.

12. Governing Law

These terms are governed by the law of England and Wales, without depriving consumers of mandatory protections that apply to them.

13. Product Changes

Central vacuum and ventilation models may be updated. A supplied model may differ in appearance from brochure or website images, but any substitution affecting agreed specifications will be discussed with the customer.

14. Parking

The customer must arrange suitable parking for ProVac vehicles during the works. Agreed parking permits and charges are the customer's responsibility. Any additional charges arising from parking arrangements will be discussed and reasonably evidenced; ProVac remains responsible for penalties caused by its own unlawful parking.

15. Insurance

ProVac maintains Public Liability Insurance and Employers' Liability Insurance. Evidence of cover is available on request.

CUSTOMER ACCEPTANCE

I confirm that I have received and read these Terms & Conditions and agree to the quoted scope of work, subject to my statutory rights.

Customer name: _____

Signature: _____

Date: ____ / ____ / ____

ProVac Solutions Ltd | NICEIC Approved Installer | Public & Employers' Liability Insurance

Document reference: PVS-TC-2026-10 | Effective 9 October 2026.