

## Terms and Conditions – Central Vacuum System Installation



### 1. Quotations

- All quotations are provided based on information available at the time of assessment and remain valid for 30 days unless otherwise stated.
- Quotations may be subject to revision if unforeseen site conditions are discovered during installation.

### 2. Site Survey and Deposit

- A site visit is required before a final quotation can be issued.
- A non-refundable deposit of £150.00 is payable prior to the site survey appointment.
- If the customer proceeds with the installation and accepts the quotation, the £150.00 deposit will be deducted in full of the final contract price.
- If the customer chooses not to proceed with the installation after the survey and quotation have been provided, the deposit will be retained to cover survey, travel, and consultation costs.

### 3. Acceptance of Quotation

- Acceptance of a quotation may be made in writing, by email, or by signing the quotation document.
- Once accepted, the customer agrees to these terms and conditions.

### 4. Installation Dates

- Installation dates are provisional until confirmed by us in writing.
- While every effort will be made to meet agreed dates, we shall not be liable for delays caused by circumstances beyond our control, including material shortages, adverse weather, or restricted site access.

### 5. Access and Site Conditions

- The customer must provide safe and reasonable access to all areas required for the installation.
- The customer is responsible for ensuring that utilities, including electricity, are available where required.
- Additional charges may apply if site conditions differ significantly from those disclosed during the survey.

### 6. Payment Terms

- Any balance due must be paid in accordance with the payment schedule stated on the quotation or invoice.
- Ownership of all materials and equipment remains with us until full payment has been received.

### 7. Variations and Additional Work

- Any additional work requested by the customer that falls outside the agreed quotation will be charged separately.
- Variations will be confirmed and agreed before additional work is undertaken where practicable.

## 8. Warranty

- Manufacturer warranties apply to equipment supplied.
- Installation workmanship is warranted for a period specified in the quotation, subject to normal use and maintenance. We have an extended warranty document on our website.
- The warranty does not cover misuse, accidental damage, unauthorised modifications, or lack of maintenance.

## 9. Cancellation

- Any cancellation after acceptance of a quotation may be subject to 15% charges for materials purchased, labour booked and work already completed.
- Deposits paid for site surveys remain subject to Clause 2.

## 10. Installation Exclusions

- Any work, digging or filling of trenches associated with vacuum pipe that is laid in underground pipe between buildings, is the clients responsibility.
- Provision of 13 amp plug power supply beside vacuum / ventilation unit(s) and any electrical wiring to Boost Switch Positions, Controller or Indicator Panels for ventilation systems is to be provided by an electrician and is not the responsibility of PROVAC SOLUTIONS.
- Any changes to agreed ducting or inlet locations will be deemed as out of scope of the original quotation and PROVAC SOLUTIONS reserves the right to levy a variation charge equivalent to our standard daily rate.
- Any additional visits to site which are caused specifically by delays to the build project or obstruction by actions of other trades or for reasons outside the control of PROVAC SOLUTIONS, will be charged for at the standard daily rate.

## 11. Liability

- We shall not be liable for indirect, consequential, or financial losses arising from delays, equipment failure, or circumstances beyond our reasonable control.
- Our liability shall not exceed the total value of the installation contract.

## 12. Governing Law

- These terms and conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

### Site Survey Deposit Notice

Please note: A mandatory site survey fee of £150.00 is payable before a quotation can be prepared. Should you proceed with the installation, this amount will be deducted in full of the accepted quotation, effectively making the survey free upon completion of the project.

## 13. Others

- Central vacuum and ventilation models are occasionally updated. Your model may differ slightly from images in PROVAC SOLUTIONS brochure or specification sheet and or website from time of sale.

## 14. Parking

- The customer must ensure that suitable parking is available for our vehicle(s) throughout the duration of the works. Any parking permits, online visitor permits, parking fees, or parking charges are the responsibility of the customer. Any costs or fines resulting from inadequate parking arrangements will be charged to the Customer on the final invoice.

## 15. Insurance

- We maintain valid Public Liability Insurance and Employers' Liability Insurance for the protection of our customers, employees, and members of the public.
- Proof of insurance can be provided upon request.

## Customer Acceptance

I confirm that I have read and understood the Terms & Conditions above and agree to proceed with site survey. By signing below, I accept this Terms and Conditions.

CUSTOMER SIGNATURE: \_\_\_\_\_

DATE OF SIGNATURE: \_\_\_\_ / \_\_\_\_ / \_\_\_\_