

# Company Information - Provision of Service Regulations

■ **Name:** Paul Wareing Plumbing & Heating Ltd

■ **Business Trading Address:** Atlantis, Chase Road West, Great Bromley, Essex CO7 7UA

■ **Telephone:** 01206 251434

■ **Email:** paul@plumber-colchester.co.uk

■ **Website:** www.plumber-colchester.co.uk

■ **VAT number:** 623 0304 94

■ **Registered office and postal address:** 47 Butt Road Colchester

■ **Legal form:** A limited company registered in England and incorporated in the UK

■ **Public registers:** Details about our Limited Company's registration can be viewed at [www.companieshouse.gov.uk](http://www.companieshouse.gov.uk) under reference number 4468122.

■ **Business Activities our Services:** Plumbing, Heating Gas & Oil

■ **Insurance Details:** Insurance Provider : Court Price Expiry Date: July

■ **Applicable law:** Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.

■ **Complaints:**

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.

## 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 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution.

**Regulating body:** Gas Safe registered, no. 20113 authorised by CAPITA. Oftec C8174. CIPHE registered plumber

**General terms and conditions:** A letter of engagement accompanied by our standard terms and conditions will be provided at the start of any contract for works.

■ **Construction Phase Plan (CDM 2015) - CPP:** We comply with the Health and Safety Executive requirements and have a CPP Plan available for viewing and we will discuss this with you as required throughout our contract.

■ **Work Guarantees:** All works are guaranteed for 3 months from date of completion, this covers parts and labour, please see our full guarantee document for further information. Any specific manufacturer's warranty will be provided on request. Your statutory rights are not affected by our guarantee. Our Warranties and Guarantees are not insurance backed.

■ **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013:**

#### **Notice of the Right to Cancel**

Under the above named regulation you have a right to cancel this contract during a period of 14 calendar days from the day this notice is sent or given to you. 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 approval for the work to begin before the end of the cancellation period you may be required to pay for goods or services already provided.

If you wish to cancel the contract you must do so in writing and deliver personally or send (which may be by electronic mail or post) this to the person named below. You may use the form below if you want to but you do not have to.

The notice of cancellation is deemed to be served as soon as it is posted or in the case of an electronic communication from the day it is sent.

Complete, detach and return this form only if you wish to cancel the contract.

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#### **Customer Cancellation Notice**

Name of customer: \_\_\_\_\_

Address of customer: \_\_\_\_\_

\_\_\_\_\_ I/We

hereby give notice that I/We wish to cancel my/our contract dated:

Customer signature: \_\_\_\_\_ Date: \_\_\_\_\_

**This notice should be sent to :** Paul Wareing Plumbing & Heating LTD, Atlantis, Chase Road West, Great Bromley, Essex CO7 7UA

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**Work commencing prior to the expiry of the Cancellation Period**

I/We agree that: Paul Wareing Plumbing & Heating Ltd may commence work on \_\_\_\_\_ (date), before my cancellation period has expired.

I understand that if I decide to cancel within fourteen working days, I may be asked to pay for any work that has been done prior to my cancellation.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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