

WAYMAN HEATING - TERMS & CONDITIONS

Business Name: Wayman Heating

Email: waymanheating@gmail.com

Gas Safe Registration Number: 974637

Jurisdiction: England & Wales

1. Definitions

"Company", "We", "Us", "Wayman Heating" refers to the gas engineering business operating under Gas Safe Registration No. 974637.

"Customer", "You" refers to any domestic homeowner, landlord, tenant, letting agent, commercial client, or contractor engaging our services.

"Services" refers to all gas, heating, plumbing, installation, repair, servicing, inspection, and certification work carried out by Wayman Heating.

"CP12" refers to the annual Landlord Gas Safety Record required under the Gas Safety (Installation and Use) Regulations 1998.

2. Scope of Work

All work is carried out by a Gas Safe registered engineer or supervised trainee.

Quotations are based on the information available and may be revised if conditions differ on inspection.

Additional work will be discussed and agreed before proceeding.

3. Pricing & Payment

All prices are in GBP and may be subject to VAT where applicable.

Domestic customers: Payment is due immediately upon completion.

Landlords, letting agents, and commercial clients: Payment is due within 7-14 days of the invoice date.

Late payments may incur interest and recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998.

Wayman Heating may withhold certificates (including CP12s) until payment is received in full.

4. Cancellations & Missed Appointments

Domestic customers may cancel with at least 24 hours' notice.

Cancellations within 24 hours may incur a call-out charge.

Missed appointments or lack of access will incur a call-out fee.

5. Access & Safety

Customers must ensure safe access to the property and appliances.

Engineers may refuse to work if conditions are unsafe or access is obstructed.

Pets must be secured during visits.

6. Parts, Materials & Warranty

All parts supplied are new unless otherwise agreed.

Manufacturer warranties apply to parts; workmanship is guaranteed for 12 months.

We are not liable for faults caused by misuse, neglect, or third-party interference.

7. Liability

Wayman Heating holds appropriate public liability insurance.

We are not responsible for pre-existing faults, system weaknesses, or consequential damage arising from necessary work.

We are not liable for loss of earnings, business interruption, or indirect losses.

8. Domestic Work

Appliances must be accessible and in reasonable condition.

Unsafe appliances may be disconnected in accordance with Gas Safe rules.

9. Landlord Services & CP12 Gas Safety Certificates

9.1 Legal Responsibility

The landlord is solely responsible for compliance with gas safety legislation.

Wayman Heating accepts no responsibility for missed deadlines or legal penalties.

9.2 Conditions for Issuing a CP12

A CP12 will only be issued when:

All appliances and installations pass safety checks

Defects are rectified

Full payment is received

Wayman Heating may refuse to issue a CP12 if any part of the installation is unsafe or inaccessible.

9.3 Failed Inspections

Unsafe appliances may be classified as At Risk (AR) or Immediately Dangerous (ID).

We may be legally required to disconnect unsafe appliances.

Re-tests and remedial work are chargeable.

9.4 Access Requirements

Landlords/agents must ensure tenant access.

Missed appointments or tenant no-shows incur call-out charges.

Repeated access failures may result in cancellation.

9.5 Documentation

CP12s are issued electronically to the landlord/agent.

Wayman Heating is not responsible for storing certificates beyond legal requirements.

9.6 Liability Limitations

Wayman Heating is not liable for:

Missed renewal deadlines

Tenant access issues

Pre-existing faults

Costs arising from disconnection

Loss of rent or penalties

9.7 Additional Work

Remedial work is quoted separately and must be approved before proceeding.

9.8 Tenant Access Clause

The landlord/agent must arrange tenant access.

Wayman Heating is not responsible for contacting tenants.

Failed access attempts are chargeable.

9.9 Agent Responsibility Clause

Agents must provide accurate information and relay all safety notices.

Agents authorising work accept full responsibility for payment.

9.10 Annual Reminder Disclaimer

Reminder messages are a courtesy only and not guaranteed.

The landlord remains fully responsible for compliance.

9.11 No Liability for Historic Installations

We are not responsible for historic defects, DIY work, or non-compliant older installations.

Unsafe systems may be disconnected.

Remedial work is chargeable.

10. Commercial Gas Work

May require site surveys, RAMS, and out-of-hours scheduling.

Additional charges may apply for commercial certification or specialist equipment.

11. Emergencies & Call-Outs

Emergency attendance is subject to availability.

Out-of-hours rates may apply.

Unsafe installations may be isolated.

12. Complaints Procedure

Complaints should be submitted in writing to waymanheating@gmail.com.

We aim to acknowledge within 3 working days and resolve within 14.

13. Data Protection

Customer data is handled in accordance with UK GDPR.

Information may be shared with Gas Safe Register or legal authorities where required.

14. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

15. Quotes & Estimates (Enhanced Protection)

15.1 Estimates

Estimates are non-binding and may change if conditions differ or hidden issues are found.

15.2 Hidden or Unforeseen Issues

Hidden faults may increase costs.

Work may be paused and re-quoted.

15.3 Fixed Quotes

Fixed quotes apply only to the specific work detailed.

Variations are chargeable.

15.4 Price Adjustments

Prices may change due to supplier increases or additional labour.

15.5 Validity

Quotes are valid for 30 days.

15.6 Acceptance

Acceptance occurs when the customer signs, confirms in writing, pays a deposit, or allows work to begin.

15.7 Diagnostic Work

Diagnostic visits are chargeable even if no repair is completed.

15.8 Exclusions

Quotes do not include:

Making good

Access equipment

Parking/permit fees

Work required to meet current regulations

Issues caused by previous poor workmanship

15.9 Customer Responsibility

Customers must provide accurate information and safe access.

16. Ownership of Materials

Materials remain the property of Wayman Heating until paid in full.

We may remove materials in cases of non-payment where legally permissible.

Customers remain liable for labour and recovery costs.

17. Deposits

Deposits of 20-50% may be required.

Deposits are non-refundable once materials are ordered or work begins.

18. Call-Out Fees

Standard call-out fees apply to all attendance requests.

Emergency or out-of-hours rates may apply.

19. Non-Payment Procedures

Overdue invoices may incur interest and recovery costs.

Certificates may be withheld.

Materials may be recovered.

Legal action may be taken for persistent non-payment.

20. Site Work Protection

The site must be safe, accessible, and compliant with CDM Regulations.

Delays caused by other trades or unsafe conditions may incur stand-down fees.

Wayman Heating is not responsible for damage caused by other trades.

21. CIS (Construction Industry Scheme)

CIS deductions must comply with HMRC rules.

CIS deductions do not alter payment terms.

Incorrect CIS processing does not delay payment obligations.

22. Site Delays & Stand-Down Charges

If work cannot proceed due to site conditions, charges may apply.

Repeated delays may result in withdrawal from the project.

23. Responsibility for Materials on Site

Materials remain the property of Wayman Heating until paid for.

The customer/contractor is responsible for site security.

24. Variations & Additional Works on Site

Variations must be authorised.

Verbal instructions on site are treated as authorised variations.

25. Agreement & Signatures

By signing below, both parties confirm they have read, understood, and agree to these Terms & Conditions.

Customer Details

Name: _____

Address: _____

Telephone: _____

Email: _____

Customer Signature: _____

Date: _____

Wayman Heating

Engineer Name: _____

Gas Safe Reg No.: 974637

Email: waymanheating@gmail.com

Engineer Signature: _____

Date: _____