



Terms and Conditions

“the buyer” or “customer”	shall mean the corporate identity, firm or person seeking to purchase the Goods or Services from the Company.
“the company”	shall mean Coval Services Ltd whose registered office is at 26 Hoghill Court, East Calder, West Lothian, EH53 0QA.
“the contract”	shall mean any contract between the Company and the Buyer for the sale and purchase of the Goods or Services, incorporating these Terms.
“the goods”	shall mean the goods or services to be supplied to the Buyer by the Company.

No variation of these terms is permitted unless expressly accepted by a Director of the Company.

Payment: Payment is due in full on completion date. If payment is not made within 7 days of the completion date, interest is payable at the rate of 8 per cent over the Bank of England then current base rate on the amount outstanding from the due date for payment until receipt by the company of the full amount (including any accrued interest), together with any reasonable legal or other recovery costs.

Additional Charges: Where the customer is supplying floor or wall tiles, an additional charge will be made to cover the additional installation costs for non-ceramic (natural stone, slate, glass, metal, porcelain, etc), mosaic (smaller than 100mm x 100mm), large format (larger than 250mm x 200mm), irregular (outline or thickness) or patterns of tiling.

Customer supplied bathroom accessories will be fitted at an extra charge unless explicitly specified in a quotation.

Standard grout colours are grey for floor tiling, white for wall tiling. An additional charge will be made for coloured grouts.

Standard supplied tile trims are white plastic.

Waste and disposal. An additional charge will be made for waste disposal unless explicitly specified in a quotation. Removed scrap metal may be used to offset a waste and disposal charge.

An additional charge will be made for unseen work (failed plaster, lath, plasterboard, timbers, unforeseen issues, etc). This will be discussed and agreed before proceeding with works.

Structure: The Company will not be responsible for determining the building’s structural suitability for heavy components; i.e. tiles, baths, shower trays or enclosures. A structural engineer should be consulted if there is any doubt over this matter.

Warranty: A two year warranty is included with each full installation where the Company supplies the fitments. A one year installation warranty is included where the customer supplies the fitments (excluding the customer supplied fitments). For part installations or part replacement (ie. Central heating pump, boiler, radiator) a 12 month warranty is included for the parts supplied and their installation. Many boilers have 2 or more years warranty depending on manufacturer and model. Tiled shower areas are only warranted if the companies recommended practise of tanking (waterproofing) is completed. Heating systems (conventional) and gravity cold and hot water systems that are adapted to a higher pressure (ie. combi upgrade) will be under more stress. Existing fittings, pipework, valves, taps, WCs and radiators that fail or leak subsequent to applying higher pressure are not covered under this warranty. Any further work required will be discussed and agreed before proceeding.

Materials: The Company may use copper or plastic pipework during installation.

Decoration: The Company does not include any decoration or carpet refitting in quotations.

Title & Risk: Title of the Goods sold by the Company to the Buyer shall remain with the Company until the Buyer has paid the price plus VAT and any other agreed charges in full for these goods

Assignment: The company may assign the Contract or any part of it to any person, firm or company.