
Terms and Conditions

Rates and Payment

1. We offer two types of rates: fixed rates and hourly rates. The type of rate we charge depends on the nature of the work, location and time of day. Hourly rates apply per hour, starting from the beginning of the service. If the service extends beyond 60 minutes, the hourly rate is applied again.
2. Customers are also responsible for additional costs including Call-out fees, ULEZ charge, Congestion charge, Toll charges and Paid Parking.
3. Payment must be made through our accepted methods prior to arrival to secure a booking with SEIGHT UK. Any additional costs or balances incurred must be paid before the end of each visit.

Late Payments

4. Please be aware that late payments will incur financial penalties. An additional 15% of the outstanding balance will be charged for every 7-day period that passes without full payment.
5. If full payment is not received within a 14 day period after the request has been made, we may be forced to commence legal proceedings which could incur additional fees or charges.
6. If you have a specific budget, please inform us immediately when requesting work so our team can help to accommodate your financial circumstances.

Services

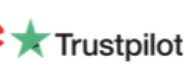
7. SEIGHT UK reserves the right to employ suitably qualified contractors to carry out work on our behalf.



8. The customer will provide SEIGHT UK with unrestricted access to the property and grounds to facilitate the completion of works.
9. Our engineers require a clean, clear and safe environment in order to carry out their work effectively. Where necessary, the customer is to ensure that all carpets, linoleum and special floor coverings. i.e. parquet, tiled, tongue in groove, must be removed prior to our arrival. We also kindly request that heavy furniture or obstacles be removed from the area to avoid obstructing the work.
10. Our services include conducting diagnostic checks and investigations that may not involve the installation of materials. In the event that a Gas unsafe situation is identified, and it is deemed necessary to isolate the gas or appliance, warning documentation and labelling may be issued. Please be aware that services will still be charged.
11. The customer will accept that in some cases, unforeseen circumstances or works may arise that were not apparent during our initial survey/checks. SEIGHT UK or the visiting engineer will advise on the next steps upon discovery.
12. During the course of our work, any additional works that have not been specified as part of the initial visit or estimate/quotation, shall be deemed as a works variation. We shall endeavour to inform the customer of these works and any resulting charges before continuing. In some circumstances, we may be unable to advise the customer before continuing, if this is unacceptable please indicate this in writing to us via email.
13. If the work has to be suspended or varied from the agreement at the customer's request, SEIGHT UK will update the costs accordingly. If a customer requires work to be continued outside of our company's daytime hours, our 'out of hours' rate will then be charged.

Liabilities

14. Works undertaken by SEIGHT UK are on the condition that any necessary licences, authorities or permissions, including the consent of the landlord or local Council, are first obtained by the customer.
15. SEIGHT UK accepts no liability for any delay in completing the work due to circumstances beyond our control.
16. In the event that asbestos or any substance of a hazardous or potentially hazardous nature is discovered during the work, SEIGHT UK will cease work and comply with local or national regulations regarding the issue. Further requirements may need to be observed before work continues, which may incur costs. SEIGHT UK will not be responsible for any work involved in the removal. It is the customer's responsibility, once notified, to remove such hazards and leave the work area safe. If this results in additional work outside of the estimate, additional costs will be incurred.
17. The work will be carried out in a professional manner. SEIGHT UK cannot, however, be held responsible for any damages to decorations, fittings, existing pipework, cylinders or tanks caused during the normal course of installing or removing fixtures and fittings.
18. SEIGHT UK is not liable for any defects or malfunctions on any pre-existing systems, components or materials discovered during our work.
19. Customers are solely responsible for all SEIGHT UK materials, tools and equipment placed on or in the customer's premises whether fixed or unfixed. SEIGHT UK expects the customer to take reasonable care in protecting such items. In the event of any materials, tools or equipment being damaged, destroyed or stolen due to negligence, replacing, reinstating or restoring such works, shall be charged as an extra. The customer will not be responsible for any loss/damages of materials caused solely by the negligence of SEIGHT UK contractors or respective employees.



Find us on



20. SEIGHT UK is not obligated to shop for competitive pricing on materials or to offer trade pricing to clients. Additionally, if clients supply their own materials, and our engineer(s)/operative(s) are unable to carry out work due to unsuitability, our time will still be charged. Clients are responsible for keeping their systems and products maintained regularly and serviced in accordance with manufacturer's instructions.

Acceptance of terms

21. By using our services, customers are accepting and agreeing to these terms and conditions.

