

TERMS & CONDITIONS

Telephone	0208 036 1231
Email	info@bathdrilling.com
Website	www.bathdrilling.com
Company Reg.	17199476
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(1) GENERAL

- 1) Bath Drilling Direct reserves the right to update these terms and conditions at any time.
- 2) Acceptance of a quotation, booking confirmation or commencement of works constitutes acceptance of these terms and conditions.
- 3) These terms and conditions shall be governed by the laws of England and Wales.

(2) QUOTATIONS

- 1) All quotations are valid for 30 days unless otherwise stated on the quotation.
- 2) Quotations are based on the information provided by the customer at the time of enquiry.
- 3) Prices may vary if number of baths, location or number of site visits required changes.
- 4) Plumbing, fitting, removal, installation, tiling, carpentry or other associated works are excluded unless explicitly agreed in writing.
- 5) Bath Drilling Direct reserves the right to decline works if bath condition or installations/site conditions are deemed unsuitable.
- 6) Bath Drilling Direct is not VAT registered. No VAT is charged.

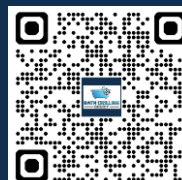
(3) BOOKINGS & CANCELLATIONS

- 1) A booking is confirmed only once agreed by Bath Drilling Direct.
- 2) Appointment times are estimated and may vary due to traffic, previous works or operational delays.
- 3) Customers must ensure safe and reasonable access to the bath and work area at the agreed appointment time.
- 4) Cancellations or rescheduling requests should be provided with at least 24 hours' notice where reasonably possible.
- 5) Bath Drilling Direct reserves the right to reschedule appointments due to safety/operational concerns or unforeseen circumstances.
- 6) Failure to provide access to the property or work area at the agreed time may result in a call-out or cancellation charge.

(4) DRILLING & SITE SERVICES

- 1) Prior to drilling, the Bath Drilling Direct technician shall complete a "Drill Form (Pre-Drill)" showing approximate hole(s) location(s).
- 2) Prior to drilling, the Bath Drilling Direct technician shall also measure the fitting(s) to be installed, if available.
- 3) Prior to drilling, the Bath Drilling Direct technician shall also mark the bath itself with the hole location using non-permanent marker.
- 4) Prior to drilling, the Client (or authorised representative) must review and sign the Drill Form.
- 5) Approval by Client may be confirmed via physical or electronic Drill Form.
- 6) The Client accepts all responsibility for:
 - Hole position & fitting compatibility
 - Plumbing & clearance suitability
 - Providing an electrical supply (220-250V single phase)
 - The safety (including noise protection) of all personnel not related to Bath Drilling Direct during the works
- 7) Bath Drilling Direct shall bring to site all required personal safety & protection equipment for themselves only.
- 8) Bath Drilling Direct shall bring to site all required equipment, tooling & post-protection items to complete works satisfactorily.
- 9) Post-works, the Bath Drilling Direct technician shall complete the "Drill Form (Post-Drill)" for Client review and signature.
- 10) Bath Drilling Direct reserves the right to refuse drilling if the bath/site conditions or installation presents unacceptable risk.

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(5) PAYMENTS & RECEIPTS

- 1) Clients **with** a BDD account shall be charged as per the respective Client agreement or quotation payment terms.
 - Payment to be made via **bank-transfer only**
- 2) Clients **without** a BDD account shall be charged by the technician immediately upon Client signature of the Drill Form (Post-Drill).
 - Payment to be made via **bank-transfer, debit/credit card payment (via secure online service QR code/link), cheque**
- 3) Receipts (for individuals) and invoices (for companies) shall be issued electronically the next business day.
- 4) Any payment links or QR payment codes provided by Bath Drilling Direct are supplied solely for customer convenience.
- 5) Late payments may result in additional administrative fees and/or recovery action, as well as any credit reference impacts.

(6) WARRANTIES & LIABILITIES

- 1) Bath Drilling Direct uses specialist drilling equipment and procedures designed for steel enamel baths.
- 2) Bath Drilling Direct warrants that the drilling process will **not** materially compromise the structural integrity of the bath.
- 3) Post-drilling, exposed steel surfaces are treated using a specialist enamel coating to maintain permanent long-term corrosion resistance, under normal use.
- 4) In the unlikely event that a bath suffers major structural or enamel damaged during the works, directly as a result of negligent workmanship, Bath Drilling Direct shall repair or reimburse the affected bath (via a third party insurer), subject to these terms and conditions. Minor imperfections on the enamel layer or steel substrate surrounding the hole are normal and expected.
- 5) Liability is limited to the affected bath only.
- 6) Bath Drilling Direct shall not be liable for (but not limited to) the following:
 - Installation or removal costs
 - Plumbing or fitting costs
 - Labour charges
 - Project delays
 - Accommodation costs
 - Loss of earnings or profit
 - Indirect or consequential losses
 - Shipping nor transportation costs
 - Pre-existing defects, weaknesses or damage
 - Corrosion unrelated to the drilled area
 - Misuse, impact damage or improper installation after drilling
 - Natural wear & tear

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