

DCL UK LTD

Terms & Conditions

CODE OF PRACTICSE - Our promise to you

“DCL UK Ltd will strive to provide a complete property care service that is efficient and friendly, comprehensive and detailed with prices tailored to the customers need”. We will work with the property owner or their representative in order to facilitate the best and most cost effective solutions.

Our Engineers

Our engineers will be smart in appearance and attend in our own sign written vehicles, wherever possible carrying sufficient tools and materials to complete your instructions.

Appointments

DCL UK Ltd will make every attempt to book an engineer appointment and attend within 2 working days of receipt of written instructions, unless tenants restrict access or no key access is available, appointments are always offered in 1 or 2 hour slots and arranged directly with the property’s resident at a convenient date and time to both parties.

Booked appointments are subject to a 24 hour cancellation policy, in the event no cancellation notice is received or the resident is not home to provide arranged access - a charge of £35.00 + VAT will apply.

Quotations

DCL UK Ltd will endeavour to provide full written quotations within 24 hours from inspection.

Our quotes are valid for 3 months - unless stated otherwise.

PAYMENT TERMS

Customers with a Credit Account:

Payment terms are strictly 30 days from the date of the invoice - unless stated otherwise.

In the unlikely event you are unsatisfied with our workmanship/costs or have noticed a general administration error, rather than withholding payment please give us an opportunity to rectify your query - this will be treated with the highest priority until satisfaction is reached.

Late Payment charges may apply for accounts that exceed the agreed terms.

Warranty / Guarantees will not be honoured on any works whereby the invoice remains outstanding.

Credit facilities are provided at the company’s discretion and can be revoked at any time.

Private Clients:

We require payment by cash, cheque or bank transfer prior to work commencing, unless otherwise agreed and confirmed in writing.

Works exceeding £500.00 - require a deposit sufficient to cover the material costs, on completion the balance must be paid within 7 days unless agreed otherwise.

OUR WARRANTY

DCL UK Ltd offer an upgrade to manufacturer warranty to cover costs of labour - in the event Parts or Materials fail and a manufacturer’s warranty applies, and the client has not taken advantage of the chargeable upgrade, then labour charges will apply at the current hourly rate for the removal and refit, after a manufacturers claim has been made.

In all cases the Manufacturer’s warranty claims are controlled by the manufacturer, each manufacturer have differing protocol which must be strictly followed, DCL UK Ltd take no responsibility for any interim periods where there is a loss of service or inconvenience caused - in this instance any complaint or subsequent claims should be directed to the manufacturer.

DCL UK Ltd will not uphold a warranty claim on unpaid invoices.

DCL UK Ltd will notify you accordingly where a manufacturer’s warranty supersedes a DCL UK Ltd warranty, registration of parts remains the responsibility of the account holder / bill payer.

All warranty claims will be inspected within 5 working days, and a date/time offered for the repair/replacement to be completed.

CERTIFIED WORKS

Any works completed requiring a certificate to be issued to the home owner or representative, will not be released until the invoice has been settled in full.