



For sole traders and partnerships

On premises Future contract

Mr Chad Michael Stokes & Lauren Morgan
15 The Spring
Denmead
Waterlooville
Hampshire
PO7 6UJ
07519718253

- Job description located on quotation
- VAT paid on goods
- Deposit payment including booking fee upon acceptance of quote. Final payment to be paid upon finish of service within 7 days. Will receive invoice with payment.
- We are a member of Checkatrade and uphold a high standard in line with Checkatrade requirements.
- We follow the Consumer Rights Act 2015.
- Please file any complaints to our company email address, office.landcroofing@gmail.com

Goods being used:

- **Located on quotation**

Your rights

It is our responsibility to supply you with goods and services that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us – our contact details are given above.

If you are unclear about your rights or require advice, you can contact the Citizens Advice Consumer Service on 03454 04 05 06 or www.adviceguide.org.uk.

We are also a member of Checkatrade and have agreed to uphold The Checkatrade Standard. You can view a copy of the Standard on the Checkatrade website at www.checkatrade.com. If, having complained to us, you are still unhappy with our service you can contact Checkatrade via their website or call them on 01243 601234.

Signed by Mr Chad Michael Stokes & Miss Lauren
Elizabeth Morgan

Two handwritten signatures in black ink. The first signature is a stylized cursive signature, and the second is a more legible signature.

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Checkatrade.com
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Terms and Conditions

Services

Estimate

The price given is a true estimate of what we expect to charge you. If there are circumstances, we could not have been aware of, that will affect the price we will provide you with an updated estimate. You have the right to accept the price or decline. Payment will be required for any work that you have authorised, and we have completed up to the point you cancel.

Delay

We will aim to complete the work within the agreed timescale. We are only liable for delays caused by our own negligence. Any work will be completed within a reasonable time

Payment

Full payment is required on satisfactory completion within 7 days. In the unlikely event that you are dissatisfied, you are entitled to withhold an amount to cover any corrective work that may be required. We should be given the opportunity to complete any corrective work in the first instance. Staged payments can be agreed and payment dates will be stipulated on your contract.

Changes

If you would like to change what is to be supplied, we would request that you confirm this in writing or other durable form (e.g. email). This will ensure that both parties have a record of what was agreed. Changes to the contract may also mean changes to the price and this will need to be confirmed in writing and agreed by both parties.

Cancellation

Depending on the circumstances, and where and how your contract was agreed you may have a 14 day right to cancel it. Your rights are contained in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. A copy of your contract and cancellation rights, if applicable, will be given to you before the contract commences. If you wish to cancel this contract outside of the 14 days cancellation period we reserve the right to deduct/claim the direct costs we have incurred

Damage

We will not be liable for any damage unless caused by our negligence.

Signed by Mr Chad Michael Stokes & Miss Lauren
Elizabeth Morgan

Two handwritten signatures in blue ink are visible. The first signature is on the left and the second is on the right.

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Services provided

Your rights under the Consumer Rights Act 2015, state that services should be provided with reasonable care and skill, within a reasonable time, (if no specific time has been agreed) and for a reasonable cost, (if no exact price has been agreed). If a problem arises we aim to resolve the issue within a reasonable time

Goods Provided

Any goods provided in line with the contract should be as described, of satisfactory quality, and fit for the purpose made known.

Complaints Policy

L&C Roofing is committed to providing the highest levels of care to all our customers. If you are in any way dissatisfied with our services then please let us know as soon as possible. This will help us to continually improve our service to you. When contacting us, please detail the nature of your complaint, your contact details and indicate your preferred method of communication, e.g. telephone, email. We will acknowledge receipt of your complaint within three working days.

Alternative Dispute Resolution

We are required by law to advise you if we belong to a dispute resolution service and if we are prepared to use this service in the event a dispute arises.

Option 1 We use the following provider; (insert details of ADR provider.) If in the unlikely event our complaints process is exhausted and we still have not resolved your complaint, we will send you a letter advising of this and advising you to contact the ADR scheme.

Option 2 We are not part of an ADR scheme, if a dispute occurs which we cannot resolve we will provide you with the details of a certified ADR provider and we will let you know whether we intend to use the ADR process. By law we do not have to use an ADR provider but we do need to provide you with the details.

If you require advice on your consumer rights, please contact Citizens Advice Consumer Service on 03454 04 05 06 or visit their website www.adviceguide.org.uk

Signed by Mr Chad Michael Stokes & Miss Lauren Elizabeth Morgan

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Terms & Conditions

Goods

Delay

We will aim to supply the goods within the agreed time. We are only liable for delays caused by our own negligence. The goods will be supplied within a reasonable time.

Damaged Goods

You should report any damaged or faulty products within a reasonable time. Please inspect the goods as soon as possible and within 14 days of receipt. Please let us know if you will not be able to inspect the goods within this time.

Substitute Products

If, for any reason beyond the company's reasonable control, we are unable to supply a particular item, we will let you know. If a substitute of a similar or equivalent standard and value is available, you have the right to accept the product or to cancel

Cancellation

For goods other than digital content

When ordering goods via distance means (over the telephone or via the website) you may have a right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Any requests to cancel outside of your legal rights will be considered, but please be aware we may charge for this.

Customised goods

Unfortunately, we are unable to accept returns for goods made to the consumer's own specification (bespoke items) unless the goods are faulty, not as described or not fit for the purpose made known.

Faulty Goods

Your Rights under the Consumer Rights Act 2015 state that any goods purchased should be as described, of satisfactory quality, and fit for the purpose made known. Your rights vary depending on the nature of the fault and the length of time you have had the goods. If in the unlikely event a problem arises, we aim to resolve the issue within a reasonable time.

Refunds

We do not provide refunds to any customers after 14 days of work completion and will not be liable for any damage or materials after this time we will only be liable for our own negligence – All deposits are none refundable

Signed by Mr Chad Michael Stokes & Miss Lauren
Elizabeth Morgan

Two handwritten signatures in black ink. The first signature is a cursive 'C' followed by 'Stokes'. The second signature is a cursive 'L' followed by 'Morgan'.

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Complaints Policy

L&C Roofing is committed to providing the highest levels of care to all our customers. If you are in any way dissatisfied with our roofing services, then please let us know as soon as possible. This will help us to continually improve our service to you.

When contacting us, please detail the nature of your complaint, your contact details and indicate your preferred method of communication, e.g. telephone, email. We will acknowledge receipt of your complaint, using your preferred method of communication, within three working days.

Late payment

Without limiting any other right or remedy we have for statutory interest, if you do not pay within the period set out above, we will charge you interest at the rate of 2% per annum above the base lending rate of the Bank of England from time to time on the amount outstanding until payment is received in full

If your payment is late by 30 days we will pass this debt onto debt recovery and will issue you notice of enforcement

If this debt is commercial there will be an additional 15% added.

Alternative Dispute Resolution

We are required by law to advise you if we belong to a dispute resolution service and if we are prepared to use this service in the event of a dispute. We are not part of an ADR scheme, if a dispute occurs which we cannot resolve we will provide you with the details of a certified ADR provider and we will let you know whether we intend to use the ADR process. By law we do not have to use an ADR provider but we do need to provide you with the details.

If you require advice on your consumer rights, please contact Citizens Advice Consumer Service on 03454 04 05 06 or visit their website www.adviceguide.org.uk

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