

H&T CARAVAN DAMP REPAIR SPECIALISTS



TERMS AND CONDITIONS

1. Quotations and Estimates

- Quotes are valid for a specified period (eg. 30 days from date on quote)
- Estimates are approximate and may change if additional work is identified
- Additional work discovered during repairs will require customer approval before proceeding
- Prices may be subject to change if supplier costs increase before parts are ordered

2. Deposits and Advance Payments

- Deposits required for high-value repairs, special-order parts, or bespoke items
- Deposits are non-refundable once parts have been ordered
- Work may not commence until the deposit, or full payment has been received

3. Parts and Materials

- Parts availability and lead times are outside our control
- Manufacturer or supplier delays do not constitute grounds for compensation
- Replacement parts may differ slightly from originals while maintaining equivalent function and quality
- Any warranty on parts supplied by manufacturers remains subject to the manufacturer's terms

4. Customer Responsibilities

- Customers must remove valuables before leaving a caravan or motorhome
- Customers must disclose known faults, previous repairs, leaks, water ingress, electrical issues, accident damage, or modifications
- Customers must ensure reasonable access to the vehicle

5. Storage Charges

Vehicles not collected within 7days of notification that work has been completed may incur storage charges of our workshop day rate unless agreed otherwise in writing.

6. Collection and Abandoned Vehicles

- Completion notifications may be made by phone, email, or text
- Vehicles left for extended periods without communication may be treated as abandoned
- The company reserves the right to recover outstanding costs through lawful means

7. Warranty on Workmanship

H&T Caravan Damp Repair Specialists provide a 12-month warranty certificate on completion of damp repair work from the date of completion. This can only be used on what is stated within the description of the work carried out.

Repairs carried out by third parties without approval voids the workmanship warranty.

8. Warranty Exclusions

- Wear and tear
- Lack of maintenance
- Customer misuse
- Accident damage
- Storm, flood, fire or weather-related damage
- Previous undisclosed repairs
- Existing structural defects
- New water ingress occurring in areas not repaired by us

9. Damp repairs

- Repairs are limited to identified areas
- Hidden damage may only become apparent once work begins
- Additional repairs may be required at an extra cost
- A damp repair does not guarantee that unrelated areas will remain watertight indefinitely

10. Limitation of Liability

- Liability is limited to the value of the work undertaken
- We are not liable for indirect or consequential losses
- We are not responsible for loss of income, holidays, bookings, or travel arrangements caused by delays or breakdowns

11. Delays Outside the Control of 'H&T'

- Supplier delays
- Courier issues
- Manufacturer delays
- Severe weather
- Staff illness
- Events outside your reasonable control

12. Inspection and Acceptance

- Customers should inspect completed work on collection
- Any concerns should be raised within a specified period (7 days)
- Continued use of the vehicle may be deemed acceptable of the work completed

13. Communication

- Email is deemed an acceptable method of communication
- Customers are responsible for providing accurate contact details
- Failure to respond to requests for approval may delay completion

14. Photography and Records

We reserve the right to take photographs of vehicles, defects, repairs and completed works for record-keeping, warranty, insurance, training and dispute-resolution purposes

15. Complaints Procedure

- Complaints must be submitted in writing
- The company will investigate and respond within a reasonable timeframe
- Customers must allow the company the opportunity to inspect and rectify any alleged defect before instructing third parties

16. Behaviour and Abuse Policy

H&T Caravan Damp Repair Specialists operates a zero-tolerance policy towards abusive, threatening, aggressive, discriminatory, or intimidating behaviour towards staff, subcontractors, or representatives. We reserve the right to refuse service, terminate contracts, or cease communication where such behaviours occur

17. Jurisdiction

These Terms and Conditions shall be governed by the law of England and Wales and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales

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