

1. Our Agreement

1.1 These Terms & Conditions, together with your accepted quotation, Order Specification and any subsequently agreed written changes, form the agreement between you ("the Customer") and 2H2C Ltd ("2H2C").

1.2 Our quotation is based on the information available at the time of survey, including visible site conditions, measurements and information provided by you. Where an initial price has been prepared from photographs or measurements supplied by you, it remains subject to survey and final remeasure.

1.3 Quotations are valid for the period stated. Work, products, statutory fees or third-party services are included only where shown within the quotation.

1.4 Nothing within these Terms affects your statutory rights.

2. Your Order & Specification

2.1 Before bespoke products are ordered or manufactured, the final measurements and key elements of the specification will be checked at remeasure. Where appropriate this will include items such as windows and doors, fixed/opening panes, opening configurations, glazing, colours, finishes, rooflights and other bespoke or visible components. You will be asked to check and approve the relevant details before the manufacturing order is released.

2.2 Photographs, CAD drawings, sketches, brochures, samples and visualisations are provided as guides to the proposed design and general appearance. They may not accurately reproduce exact dimensions, proportions or component positioning. Where a particular detail is important to you, it should be recorded within the approved Order Specification. The approved specification and final remeasure will take precedence over illustrative material.

2.3 Where a product supplied and installed corresponds with the approved specification and is not faulty, a later preference for a different appearance, finish or operating characteristic will not ordinarily constitute a defect. This does not affect your statutory rights where Goods are faulty, not as described or not fit for purpose.

3. Changes to Your Order

3.1 Please tell us as soon as possible if you wish to change your specification. We will make reasonable efforts to accommodate changes. However, once bespoke products have been ordered or entered manufacture, some changes may no longer be possible or may result in additional costs and/or a change to the installation programme.

3.2 We will discuss any material additional cost with you before proceeding.

4. Cancellation & Postponement

4.1 Where you have a statutory right to cancel, 2H2C will honour that right in accordance with applicable consumer law. Where applicable, details of the cancellation period and how to exercise that right will be provided with your order documentation.

4.2 Many of our products are manufactured or ordered specifically for an individual property. These may include roof components, wall frames, windows, doors, fixed glazed units and bespoke panels. Different statutory cancellation rules may apply to products made to your specification or clearly personalised.

4.3 Where you request a short turnaround, you may ask us to commence survey, remeasure, design, procurement or other Services during an applicable cancellation period. Where required, we will obtain your express agreement before doing so.

4.4 If you cancel, we will take reasonable steps to minimise the resulting cost. Products that can reasonably be cancelled, returned, credited, reused or allocated to another project will be taken into account when calculating any amount due or refundable. We will not seek to recover a cost that we have reasonably been able to avoid or recover.

4.5 Where bespoke products have already entered manufacture or otherwise become committed and cannot reasonably be cancelled, returned, reused or resold, you may be responsible for the reasonable unavoidable costs, subject always to your statutory rights.

4.6 If circumstances change but you still wish to proceed with your project, we will normally try to rearrange your installation rather than cancel the Contract.

5. Payment

5.1 Payments are due in accordance with the payment schedule shown on your quotation/order.

5.2 If an agreed payment becomes overdue without good reason, we may give reasonable notice and suspend further work until the account is brought up to date.

5.3 Any agreed additional work or customer-requested variation may be charged separately.

6. Existing Structures & Unforeseen Work

6.1 Our surveys are visual and non-destructive unless otherwise agreed. Some conditions can only become apparent when an existing roof, frame or finish is removed. These can include deterioration, inadequate existing support, water damage, unsuitable frames or other concealed defects.

6.2 If something significant is discovered that could not reasonably have been identified beforehand, we will explain the issue and discuss any necessary additional work or cost with you before proceeding, except where immediate action is reasonably necessary to make the property safe or weather-tight.

6.3 Existing conservatories and adjoining buildings are not always perfectly square, level or uniform. Existing irregularities can sometimes become more apparent when new components or finishes are installed. This does not affect our responsibility to install our own work with reasonable care and skill.

7. Installation Dates, Weather & Delays

7.1 We will make reasonable efforts to work to the agreed installation programme. Unless specifically agreed otherwise, installation durations and completion dates are reasonable estimates rather than guaranteed completion deadlines.

7.2 Conservatory roof replacement is weather-dependent. Work may need to be postponed, suspended or rearranged where conditions make the relevant work unsafe, risk damage to the property or could compromise the quality of the installation. Light or intermittent rain will not automatically prevent work. Our installation team will reasonably determine whether the particular work can safely and properly proceed.

7.3 Manufacturing or delivery delays can occasionally arise with third-party suppliers. Where circumstances outside our reasonable control materially affect your installation, we will keep you informed and rearrange the affected work as soon as reasonably practicable.

8. Preparing & Protecting Your Property

8.1 The conservatory must be completely cleared before installation and reasonable access provided for our installers, deliveries and waste removal. Please tell us beforehand about access restrictions, parking restrictions, concealed services or other circumstances that could affect the work.

8.2 Conservatory roof replacement is substantial building work. We will take reasonable precautions to protect your property and minimise dust and debris, including screening or sealing adjoining areas where reasonably practicable. Some dust, noise and temporary disruption should nevertheless be expected.

8.3 Our team will remove installation debris and leave the working area reasonably clean and tidy. This does not include a professional domestic cleaning service.

8.4 Removal and replacement work can occasionally cause minor disturbance to immediately adjoining existing finishes. Minor redecoration of existing paintwork, plaster, render or other adjoining finishes is not included unless specifically stated within your quotation. This does not affect our responsibility for damage caused by a failure to exercise reasonable care and skill.

9. Removal of Existing Materials

9.1 Unless agreed otherwise before work begins, materials removed from the existing conservatory will be treated as waste and removed from site. This may include old roofing materials, windows, doors and frames.

9.2 If there is anything you would like to keep, please tell us before removal begins and identify the items concerned.

9.3 Larger projects may occasionally require a skip or additional waste provision. Where this is foreseeable it will normally be included within the quotation. If an unforeseen requirement arises, we will discuss it with you before

incurring an additional charge.

10. Glass & Glazing

10.1 Glass is a manufactured product and minor visual characteristics within recognised industry tolerances do not necessarily constitute a defect.

10.2 Newly installed glazing will be cleaned sufficiently for our installers to carry out a visual condition check. Where obvious damage or a potential defect is identified, we will record it and, where appropriate, raise it with our supplier.

10.3 Please report scratches, chips or other visible concerns promptly following installation and preferably before subsequent cleaning, decorating or other work takes place around the glazing. This does not affect your statutory rights.

11. Building Control & Other Trades

11.1 Building Control, structural calculations, electrical certification or other third-party services are included only where stated within your quotation. Where Building Control is included, we will provide the information and evidence reasonably required in relation to our work. Final approval and the timing of certification remain matters for the relevant Building Control body.

11.2 Existing alterations to the property may result in Building Control requesting additional information, calculations or remedial work outside our original scope.

11.3 Where you appoint your own plasterer, decorator, electrician or other contractor, they are responsible for their own workmanship, preparation, materials and guarantees. We will reasonably assist with information concerning our installation where required.

12. Aftercare & Call-Outs

12.1 If you have a concern following installation, please contact us as soon as reasonably possible. We will normally request photographs and relevant information first so that we can assess the likely cause and, where possible, attend prepared to resolve the issue.

12.2 There is no call-out charge where the issue relates to Goods or Services for which 2H2C is responsible under the Contract or applicable guarantee.

12.3 Where inspection establishes that the issue is unrelated to our Goods, workmanship or applicable guarantee, a **£200 including VAT call-out and inspection charge** will apply. Where reasonably practicable, we will advise you before attendance if the information available indicates that a charge may apply.

12.4 If the issue falls outside our responsibility but is something we may be able to resolve, we can provide a separate quotation. If you accept that quotation and instruct 2H2C to undertake the work, **the £200 call-out charge will be waived.**

13. Guarantees & Our Responsibility

13.1 We will carry out our Services with reasonable care and skill and supply Goods in accordance with your statutory rights.

13.2 Details of the 2H2C guarantee and any applicable manufacturer or insurance-backed guarantees will be provided separately and are subject to their respective terms and conditions.

13.3 A new conservatory roof may substantially improve the thermal performance and comfort of the room, but does not guarantee the elimination of condensation, damp or water ingress arising from unrelated or pre-existing parts of the conservatory or property.

13.4 Nothing within these Terms excludes or limits liability where it would be unlawful to do so.

14. Project Photographs

14.1 We routinely take photographs during surveys and installations where reasonably required for design, manufacture, installation records, quality control, Building Control, certification, guarantees and aftercare.

14.2 We may also use suitable photographs of our completed work within our portfolio and marketing. We will take reasonable care not to publish people, house numbers, addresses, vehicle registrations or other information that unnecessarily identifies the Customer or occupants.

14.3 If you would prefer photographs of your property not to be used for marketing, or would like us to obtain your approval before using them publicly, please tell us and we will record this against your project. This does not prevent us retaining project photographs reasonably required for contractual, regulatory, warranty or record-keeping purposes.

15. General

15.1 These Terms, your accepted quotation, approved Order Specification and any subsequently agreed written changes together form the Contract.

15.2 We may use suitably qualified employees, subcontractors and specialist suppliers to fulfil the Contract and remain responsible for our contractual obligations to you.

15.3 Neither party will be responsible for failure or delay caused by circumstances genuinely outside their reasonable control. The affected party will take reasonable steps to minimise the effect and resume performance when reasonably possible.

15.4 If any provision within these Terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply so far as legally possible.

15.5 The Contract is governed by the law of England and Wales. Nothing within these Terms deprives a consumer of any mandatory legal rights.