

Terms & Conditions for Service & Maintenance

Standard Service & Operational Issues

1. Our standard servicing charges exclude the cost of filters, surveys or remedial works.
 - 1.1. If you are having operational issues with your system please complete the relevant section on our Servicing Request Form no later than 7 days prior to the your confirmed service date so that we may provide you with a written quotation for any necessary additional services and/or works prior to our visit.
 - 1.2. If no operational issues are reported prior to the confirmed service date it will be assumed by ADM Systems that all parts are in reasonably good working order. Should you fail to offer this information no later than 7 days prior to the confirmed servicing date and it is found that a survey and remedial works are necessary; an additional charge will be made.
 - 1.3. Should there be an operational issue within the warranty period for the unit which has not been deemed to have been caused by misuse, negligence, or deliberate damage there will be no additional charges.

Booking Process

2. ADM Systems will provide you with a written quote, a copy of these terms and conditions and available dates for your service.
 - 2.1 Once a date for service (your 'Service Date') becomes available and is agreed between yourself and ADM Systems you will have accepted the price set out in the quote.
 - 2.2 The 14 day cancellation period as set out in clause 4 below will run from the date of acceptance.
 - 2.3 A pro forma invoice will be sent to you requiring payment in full prior to your Service Date as set out in clause 3 below.

Securing your Service Date

3. All payments must be made in full at least one working day prior to your agreed Service Date to secure your service. Payment can be made by credit or debit card over the phone by calling 01756 701051 or by bank transfer to Barclays Bank plc, sort code 20-78-42, account number 40200522 (Air Distribution Management Ltd t/a ADM).

Cancellations & Fees

4. You can cancel your service at any point from the day of accepting your service date until your Service Date subject to the below:
 - 4.1 If you request that the service or maintenance be carried out within the 14 day 'cooling-off period' starting from the date your Service Date has been agreed and if the service or maintenance is carried out in full within this period, then you will lose your right to cancel.
 - 4.2 If you request that the service or maintenance be carried out within this 14 day period and the service or maintenance is incomplete at the time of cancellation you must pay for the value of work completed.

4.3 You do not have the right to cancel if the service, maintenance or repair is urgent.

4.4 These rights do not apply where this agreement is made at ADM Systems' offices.

4.5 ADM Systems reserve the right to apply a cancellation charge of £35.00 (plus VAT) to cover administrative charges should you choose to cancel anytime up to 2 days (48 hours) prior to your Service Date. For cancellations on the day of your Service Date a cancellation charge will be applied at ADM Systems' discretion to cover ADM Systems' costs. This charge is proportionate to the number of units to be serviced: 1 unit will incur a charge of £75, 2 units a charge of £100, 3 units a charge of £160 and so on.

4.6 Should you inform us that you wish to cancel your Service Date we will refund your money (less the cancellation charge above where applicable) within 7 days from the date of cancellation.

Standard of Service & Maintenance

5. ADM Systems warrants and undertakes that it has exercised and will continue to exercise in the performance of the Works all the skill, care and diligence reasonably to be expected of an appropriately qualified and competent professional experienced in performing the same Works which the professional is obliged to perform pursuant to this Agreement in relation to projects of similar scale, scope, character, complexity and value to the Project.

Access

6. You shall ensure that at all reasonable times proper access is given to ADM Systems for any work which is being prepared or to be carried out subject to reasonable restrictions as are necessary to protect any proprietary rights. If proper access is not given, ADM Systems reserves the right to suspend performance until proper access to the areas where the works are to be carried out is achieved.

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