



TERMS & CONDITIONS

Ace Roofing Solutions Sussex Ltd

These Terms & Conditions form part of the agreement between Ace Roofing Solutions Sussex Ltd ("Ace Roofing Solutions") and the Customer.

Acceptance of a quotation confirms that you have read, understood and agree to these Terms & Conditions.



1. ACCEPTANCE OF QUOTATION

Acceptance of the quotation, whether by signature, email or written confirmation, constitutes acceptance of these Terms & Conditions.



2. SCOPE OF WORKS

Ace Roofing Solutions will carry out only those works detailed within the accepted quotation. Any additional work requested after acceptance of the quotation will be treated as a variation and may incur additional charges. No additional work will be undertaken without the customer's approval.



3. QUOTATIONS

Unless otherwise stated, quotations remain valid for 30 days from the date issued. Prices may need to be reviewed after this period due to changes in material costs or supplier pricing.



4. START DATES

Any proposed start date is an estimated date only. Whilst every effort will be made to commence works as agreed, start dates may change due to adverse weather, delays on previous projects, material shortages, illness or circumstances beyond our reasonable control. The customer will be kept informed of any changes.



5. PROJECT DURATION

Estimated project durations are provided in good faith. Completion dates cannot be guaranteed due to weather conditions, unforeseen structural issues or circumstances outside of our control.



6. WEATHER CONDITIONS

Roofing work is heavily dependent upon suitable weather. Where weather conditions make working unsafe or risk damage to materials or workmanship, work may be postponed until conditions improve. No compensation shall be payable for weather-related delays.



7. DEPOSITS & PAYMENTS

Unless otherwise agreed:

- 40% Deposit before works commence
- 30% Stage Payment during construction
- 30% Final Payment upon completion

Payments are due within 7 days of invoice unless otherwise agreed in writing. Late payments may result in suspension of works until payment has been received. Interest may be charged on overdue invoices in accordance with the Late Payment of Commercial Debts legislation where applicable.



8. MATERIALS

All materials supplied remain the property of Ace Roofing Solutions until payment has been made in full. Should specific materials become unavailable, suitable alternatives of equal quality may be used after discussion with the customer.



9. HIDDEN DEFECTS

Roofing work can reveal defects that were not visible during the initial inspection. Examples include rotten timbers, structural movement, water damage, damaged insulation, defective brickwork or defective leadwork. Where additional work is required, photographs and recommendations will be provided before proceeding wherever reasonably practicable.



10. SCAFFOLDING

Where scaffolding is required, it will be arranged before works commence unless otherwise agreed. The customer must not alter scaffolding, remove any components or permit others to alter it. Scaffolding remains under the control of the appointed scaffold contractor. If access is prevented by the customer after erection, additional scaffold hire charges may apply.



11. HEALTH & SAFETY

Ace Roofing Solutions will carry out works in accordance with current Health & Safety legislation. Customers and visitors must not enter designated work areas without permission. Children and pets should be kept away from working areas throughout the project.



12. CUSTOMER RESPONSIBILITIES

The customer agrees to provide reasonable access to the property, suitable parking where possible, remove fragile or valuable items from affected areas, inform us of any known hazards and obtain any permissions required from landlords, neighbours or management companies where applicable.



13. WASTE REMOVAL

All waste generated by Ace Roofing Solutions will be removed from site unless otherwise agreed. Reasonable cleaning will be carried out upon completion of the works.



14. EXISTING SERVICES

Whilst every care will be taken, Ace Roofing Solutions cannot accept responsibility for hidden services or installations that have not been disclosed before work commences.

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15. GUARANTEES

Where a workmanship guarantee is provided, it covers defects arising from workmanship only. The guarantee does not cover damage caused by storms, high winds, flooding, fire, subsidence, structural movement, third-party alterations, lack of maintenance or accidental damage. Manufacturer warranties remain subject to the manufacturer's own terms and conditions.



16. PHOTOGRAPHS

Photographs may be taken before, during and after works for quality control and record-keeping purposes. Photographs may be used for marketing only where they do not identify the property owner or address without prior permission.



17. CANCELLATIONS

If the customer cancels the project after materials have been ordered or work has commenced, the customer will be responsible for materials already purchased, labour already completed and any reasonable costs incurred by Ace Roofing Solutions. Deposits may be retained to cover these costs.



18. UNFORESEEN STRUCTURAL ISSUES

Where unforeseen structural defects are discovered that prevent the safe continuation of works, Ace Roofing Solutions reserves the right to suspend works until an appropriate solution has been agreed.



19. INSURANCE

Ace Roofing Solutions carries Public Liability Insurance. Copies of insurance certificates can be provided upon request.



20. LIABILITY

Ace Roofing Solutions shall not be liable for delays or losses caused by circumstances beyond our reasonable control, including but not limited to severe weather, supplier delay, acts of God or government restrictions. The liability of Ace Roofing Solutions shall not exceed the total value of the accepted quotation.



21. COMPLETION

Practical completion shall be deemed to have occurred once the agreed scope of works has been completed.



22. GOVERNING LAW

These Terms & Conditions shall be governed by the laws of England and Wales.



23. ACCESS TO POWER & WATER

The customer agrees to provide reasonable access to electricity and water where required to enable Ace Roofing Solutions to carry out the agreed works. Where this is not possible, alternative arrangements should be discussed and agreed prior to the commencement of works.