

Installation Terms and Conditions

- The price quoted is open for acceptance for 30 days from the date of quote only. RGM reserve the right to amend the quote after this point in line with increases in labour and material costs.
- On all jobs over £3000 including VAT, a 50% deposit will be required by the first day of installation.
- RGM have a 24-hour cancellation policy. If the job once ordered is cancelled in 24 hours or less, we reserve the right to charge 50% of order total if a deposit to this value has not been paid to cover our costs
- Due to recent uncertainties that are out of RGM's control, we reserve the right to charge for significant increases in material costs that arise between order and date of installation in exceptional circumstances.
- Due to unprecedented supply chain issues nationwide, in the unlikely event that the boiler quoted is no longer available, an alternative boiler solution will be recommended by RGM for the same cost as the quotation where possible.
- During an install, if our engineers encounter asbestos, we reserve the right to walk away from the job immediately until an asbestos specialist has been brought in and deemed the area safe. This would be the customer's responsibility to organise and pay for.
- If floorboards are required to be lifted to install pipework and other associated works, RGM will put the floorboards back down to the best of our ability. Professional joinery works and making good of the floorboards, are not included in the price and are the customer's responsibility.
- If cabinets, units, tiles, or any other household interior is required to be removed to accommodate a new boiler, pipework, and other associated works, RGM will not be responsible for rebuilding, installing, or making good of these items and areas unless specifically stated in our quotation, this will be the customer's responsibility. RGM will do its best to advise the customer at the survey or installation stage if this is to be the case.
- On all quotes, including fixed prices, RGM reserve the right to charge additional costs when the scope of the works changes while on-site through no fault of our own, this will be communicated through a variation and must be accepted before works can continue. RGM reserve the right to request full payment of all works completed at this point.
- All RGM quotations are based on uninterrupted access to complete the works in one, uninterrupted visit unless a schedule of works is agreed upon via our quotation or via email. If RGM can not complete the works in one, uninterrupted visit due to no fault of our own, we reserve the right to receive full payment for the job at this point. We will only return to complete the works at a later date once the site is ready for us.

- When converting a system and/or installing a new boiler, in the unlikely event that the customer's old pipework and the system can't handle the higher pressure from the new boiler, any prior issues or your system requires balancing or TRV's installed, RGM reserve the right to charge for all time investigating the issues and rectifying them. The full, outstanding balance from the job, will still be payable in full and required before the investigation starts. RGM are not responsible for rectifying any plastering or decorating that is required due to these leaks.
- When installing a new Heat Only or System Boiler, if any of the existing controls (Pump, 2 or 3-way valves) fail once the new boiler is installed, all materials and work to replace this is chargeable.
- In the unlikely event that old sludge in the system is moved around during installation and blocks the heating to any of your radiators, we reserve the right to recommend a power flush at an extra cost to rectify this issue. This event is extremely rare and is caused by the sludge in your system and no fault of our own.
- With site work, we do not accept and will not be liable for any extra costs, late charges or extra's, without an agreement in writing, before you proceed.
- We do not accept liquidated and ascertained damages.
- Any holes created during installs, will be filled by RGM to a cement finish only. Any matching finishes are the customer's responsibility unless specified in the quotation.
- All works by RGM including new radiators, pipework, and fittings are subject to a three-month warranty with RGM. You have three months to contact RGM with any issues and defects from the installation. After three months, if there are further issues or any fittings fail, all investigation, materials, and labour will be chargeable.
- If any accidents occur and holes are created in ceilings, RGM will pay to have the hole plastered, skimmed, and touched up only. It is the customer's responsibility to have the whole ceiling re decorated if required.
- On all installs, the customer has 14 days to contact RGM with any snagging issues and give RGM the opportunity to rectify these. If this is not given or if the customer contracts another company to undertake the work without RGM's consent in writing, RGM reserve the right to demand that payment of all outstanding works is paid in full.
- RGM will register the boiler warranty once all outstanding bills are settled. As RGM are accredited installers with a number of manufacturers, to ensure you get the longest warranty, we need to register the boiler.
- Calls are recorded for training and monitoring purposes.