

# JL INSTALLS - TERMS AND CONDITIONS

These Terms and Conditions set out the agreement between JL Installs ("we", "us", "our"), a trade name used by two independent sole traders, and the client ("you", "your", "the client"). **By accepting a quote or commissioning work from us, you agree to be bound by the following terms.**

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## 1. ABOUT US

1.1 JL Installs is a trading name used by two independent sole traders working in partnership. We are not a registered limited liability partnership (LLP) or limited company.

1.2 Each sole trader operates independently and carries their own insurance and liability.

1.3 Our services are provided under this trade name for marketing, communication, and operational purposes.

1.4 Any internal administration, financial division, or coordination between the two sole traders is handled privately and does not affect your obligations as the client. One of the sole traders will act as your point of contact and will arrange the full payment, which is then divided privately between the sole traders.

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## 2. INSTALLATION, ACCESS & EQUIPMENT OWNERSHIP

2.1 We will carry out all installations using appropriate materials, methods, and practices aligned with current industry standards.

2.2 It is the client's responsibility to ensure we have clear, safe, and timely access to the installation area. Failure to do so may result in rescheduling or additional charges.

2.3 The client must inform us in advance of any access restrictions, parking limitations, or known hazards.

2.4 All equipment and materials supplied by us remain our property until full payment has been received. We reserve the right to recover equipment if payment is withheld beyond the agreed terms.

2.5 If you provide your own equipment, we install it at your risk. We accept no liability for faults, incompatibility, or performance issues associated with client-supplied products.

2.6 Changes to the agreed scope of work must be confirmed and may result in additional charges or revised timelines.

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### **3. INSTALLATION STANDARDS AND SITE CONDITIONS**

- 3.1 We will carry out installations with reasonable care and skill, taking all practical steps to avoid unnecessary disruption.
  - 3.2 The client is responsible for ensuring the working area is clear of furniture, valuables, and obstructions prior to our arrival.
  - 3.3 We will not undertake plastering, painting, or cosmetic repairs unless explicitly agreed in writing.
  - 3.4 We are not responsible for damage to hidden services (e.g., pipes, wiring) unless their location was clearly identified by the client.
  - 3.5 Where drilling, lifting floorboards or structural alterations are required, the client accepts this as necessary to complete the installation.
  - 3.6 Upon completion, we will carry out functional tests of the installed system. Any concerns must be raised at the time of completion.
  - 3.7 In the event that redecoration is required following installation, our liability will be limited to the value of the equipment being installed, not the full cost of redecoration.
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### **4. QUOTES, BOOKINGS & PAYMENTS**

- 4.1 All quotes are valid for 30 days from the issue date unless stated otherwise.
  - 4.2 A booking is considered confirmed once a date and time have been agreed by both the installer and the client.
  - 4.3 In some cases, we may require full or partial payment for equipment or materials upfront to secure a booking.
  - 4.4 Unless otherwise agreed in writing, full payment for labour and materials is due on or before the day the work is completed.
  - 4.5 We accept payment via bank transfer. Payment instructions are provided on our invoice.
  - 4.6 We reserve the right to charge interest on overdue invoices and may withhold support or services until the outstanding amount is settled.
  - 4.7 If work is delayed due to site conditions, access issues, or client actions, we reserve the right to revise the quoted hours and charge accordingly.
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### **5. CLIENT RESPONSIBILITIES**

- 5.1 You agree to provide accurate information about your requirements, the installation environment, and any special considerations.
- 5.2 You must obtain all necessary permissions from landlords, managing agents, or building owners before work commences.
- 5.3 You are responsible for preparing the site, including moving any items or

obstructions. We are not liable for accidental damage caused to unremoved items.

5.4 You must ensure a responsible adult is available on site to grant access and make timely decisions where required.

5.5 You agree to treat our team with respect and professionalism at all times. Abuse or unreasonable behaviour may result in the cancellation of services without refund.

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## **6. CANCELLATION, DELAYS & RESCHEDULING**

6.1 You may cancel or reschedule a booking with a minimum of 48 hours' notice without charge.

6.2 Cancellations made within 48 hours of the agreed start time may incur a charge to cover time lost or costs incurred.

6.3 If we are delayed due to circumstances beyond our control (e.g., illness, traffic, weather), we will inform you as soon as possible and arrange an alternative appointment.

6.4 We are not responsible for any losses resulting from delays or rescheduling beyond our control.

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## **7. LIABILITY AND WARRANTIES**

7.1 We accept no liability for damage or loss arising from circumstances beyond our reasonable control.

7.2 We warrant that our workmanship will be free from defects for 12 months following the date of installation.

7.3 This warranty does not cover client-supplied equipment, accidental damage, misuse, or tampering by third parties.

7.4 Any issues with third-party products (e.g., alarms, CCTV brands) must be raised with the manufacturer or supplier unless installed incorrectly by us.

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## **8. OWNERSHIP & COPYRIGHT**

8.1 All system designs, diagrams, and written content provided by us remain our intellectual property unless explicitly transferred in writing.

8.2 You agree not to reproduce, copy or redistribute any of our designs or materials without permission.

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## **9. PRIVACY**

9.1 Any personal data collected by us during the course of our services is handled in accordance with applicable data protection laws.

9.2 We do not share your information with third parties unless required for completing the installation or by law.

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## **10. GOVERNING LAW**

10.1 These terms are governed by and interpreted in accordance with the laws of England and Wales.

10.2 Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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**For questions or clarification about these terms, please contact us at [info@jl-installs.co.uk](mailto:info@jl-installs.co.uk) or visit <https://jl-installs.co.uk/contact>**