

 ASSOCIATION OF PLUMBING & HEATING CONTRACTORS (CERTIFICATION) LIMITED	APHCC Customer Charter			QMS/APP/017
Unit Issued By: S Sedgley	Approved By: J Thompson	Issue Date: 08/01/2018	Revision: 2.1	Page 1 of 2

Introduction

The APHC Certification Ltd Customer Charter is required to be operated by all companies on The APHC Certification Ltd Competent Person Scheme. The Charter lays down a minimum trading standard requirement which should be operated by companies in their dealings with customers.

Good practice

- Companies and their customers should agree the detail of their task involved before work starts. The estimate will be provided in writing and signed and dated by the contractor. The customer's acceptance should preferably be obtained in writing prior to the commencement of the work. Companies should advise customers of any standard charges for labour, transport and call-out prior to the work starting or at a time of request in an emergency.
- Companies must draw attention to the terms and conditions that apply to the contract in their offer to the customer
- Jobbing work, whether repair or new work occurs when no price is agreed beforehand, the company being merely instructed to carry out the work, the work is charged to the customer on a labor and materials basis.
- On acceptance of the contract, the company is under obligation to carry out the work stated in the offer. On satisfactory completion, the customer is under contract to pay the agreed amount in line with the contract, subject to any agreement for payment to account
- Companies will use their knowledge to do the work efficiently and economically. Companies will inform the customer if they become aware that the amount of repair work is likely to exceed the reasonable expectations of the customer
- Companies will ensure that personnel can provide evidence of identification and that they treat customers with courtesy and respect
- Companies will give clear indication of appointments and inform customers as soon as possible of any delays or changes; these will form part of a standard set of fair and reasonable conditions between firms and customers

Price

- The company's tender will give details of the work to be done, parts and/or goods to be supplied and the estimated cost. It will not cover work done by other trades or statutory fees, unless stated otherwise.
- Any requested or necessary additional work will either be the subject of a separate tender and will be charged either on a fixed price or on a labor and materials basis, as agreed in writing with the customer
- The company will take every care during the work but the tender does not include renewing flooring, coverings or incidental redecoration following proper execution of the work

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Rights of cancellation

- Companies must give notice of the customer's statutory rights of cancellation to the customer in writing including the provision of the appropriate form of notice
- Companies must not commence work for the customer until expiry of the statutory period for cancellation (if applicable) unless the customer requests in writing the commencement of the work prior to the expiry of the cancellation period
- Companies shall supply the customer with written form of consent to permit (if the customer elects) the company to commence the work before the expiry of the cancellation period.

Terms of payment

- Payment, as set out in the contract, is due on completion of the work and shall be made within the terms of payment as set out on the contract or invoice
- An agreement on progress payments may be part of the contract
- Interest of 8% per month of any outstanding sums may be charged on overdue accounts

Drawings

- Unless otherwise stated, drawings are for demonstration purposes only

Completion

- Every effort will be made to complete the work on time, but the company will not be responsible for any delay caused by factors outside his control
- Where the originally specified material is not available, an agreement may be reached to provide a suitable alternative. A price adjustment may be made to the original contract
- Until paid in full all materials, appliances and fitments are the property of the company whether installed or not

Risks

- The company shall be responsible for equipment, materials and labor supplied during the course of the work, but shall not be liable to replace equipment or re-do work which is destroyed, damaged or stolen in circumstances where they are not at fault.
- The customer shall be responsible for the safekeeping of goods left at the customer's premises.