



Terms & Conditions

All parts are sold separately and remain property of Dual Fix until paid in full.

Any work carried out by us is **Guaranteed** for three months and has a full **Liability**.

Guaranteed work excludes blockages on appliance parts, hoses and pipes.

All parts replaced by us are guaranteed for three months. The parts which are excluded from our warranty are doors, door handles, door parts, door seals, pcbs, modules, control boards or a part stated in the invoice.

Dual Fix have the right to cancel the appointment if our engineers are threatened, abused or they find an unsafe work environment.

All **gas installations** are done prior to visual checks and examinations made by our engineers and according to **The Gas Safety Regulations**.

Any gas appliance breakdown, service or installation will be done only according to The Gas Safety Regulations and by a **Gas Safe** registered engineer.

Any **unsafe gas appliance or unsafe gas installation**, which does not comply with Gas Safety Regulations and is identified by our engineers, must be dealt with or reported to the Gas Safety Register.

Dual Fix keeps the right to charge a call-out (the equivalent of the diagnostic charge) if our engineers have not been given access by tenant/landlord/homeowner in case appointment had been made.

Bookings can be cancelled minimum two hours in advance, otherwise Dual Fix have the right to charge a call-out (the equivalent of the diagnostic charge).

Dual Fix have the right to cancel the appointment if our engineers are threatened, abused or they find an unsafe work environment.

Payments are made only by cash or cheque. Bank transfers can also be made, only if confirmed in advanced.

By booking an appointment with us you have agreed to the above terms and conditions.