



RETRO ROUTE Terms & Conditions

1. Mismeasurement of rooms-The engineer is to check the measurements of the room(s) to be milled with the measurements given on the order form. If the measurements given are incorrect an adjustment will be made to the cost, agreed and signed for before work will commence.
2. The room(s) in which the underfloor milling is to take place must be free from any furniture and floor coverings such as carpet, vinyl, laminates and thresholds.
3. Any areas where the underfloor is not being installed such as kitchen units/islands must be clearly and accurately marked.
4. The floor(s) must be relatively flat so the milling machine can run smoothly along the floor. **NB:** If a levelling compound has been used, please consider the product drying times.
5. The floor(s) must be dry and hardened including new sand and cement screed. All floors need to consist of a normal sand and cement or anhydrite (liquid) top screed. Other tiles, flagstones or concrete flooring will be subject to an assessment.
- 6a. The rout depth is 18mm, the minimum depth of screed must be at least 38mm. If it is known beforehand that there are services (gas, water or electric) present in the top-screed floor. Then Retro Route Ltd must be notified and the floor area needs to be clearly marked by the customer. When services are present in the screed floor, there needs to be a minimum of 18mm floor depth above these services. **NB:** According to the building regulations there should be a minimum cover of 20mm high.
- 6b. Despite all the precautionary measures that are taken, if damage occurs to services during the installation, Retro Route Ltd cannot be held responsible.
7. Due to the hardness or makeup of the floor(s) to be milled, Retro Route Ltd are unable to give an accurate time scale to carry out the works. Retro Route Ltd will not be held responsible for any delays in completing the works.

8. Retro Route Ltd installation engineers must be able to work in the designated area, which requires milling without any hindrance from third parties or other trades working on site. Any down time, through no fault of Retro Route Ltd, which delays Retro Route carrying out their task, may be chargeable to the customer.
9. Retro Route Limited require two designated electrical circuits to be present in the property (one standard 3 pin 13amp socket and one 16amp MCB C type or a 20-amp B type MCB breaker clearly marked). During the grinding for the underfloor heating system no other high consumption domestic appliances are to be used, such as tumble dryers, washing machines, dishwashers, electric ovens, hobs, heaters, boilers, irons etc. It is advisable to unplug any vulnerable equipment from the power grid. Damage to, or failure of equipment because of a power outage will not be at the cost of Retro Route Ltd. Examples include computers (documents), electronics, the content of refrigerators or freezers etc. The customer themselves are responsible for re-plugging in all appliances into the power grid after Retro Route Ltd have completed their work. When executing the grinding work, Retro Route Ltd will assume there is a decent electrical installation and fuse box. If the fuse box uses safety fuses, the customer is again responsible for any possible replacement of fuses.
10. If work is to be done on a floor higher than the ground or basement floor, a lift or construction lift must be present to transport machinery up and downstairs (in compliance with health and safety regulations and reasonable access to the property must be available. Where applicable, stair access must be available and free from any obstructions for any installations taking place other than ground floor level. During Retro Route Ltd work, the premises is regarded as a building site. Entering this building site as at one's own risk (this includes the customer). The customer needs to ensure that any third parties entering the premises are also aware of this.
11. The location of the manifold is to be determined in consultation with the Design Engineers or with Retro Route. A reasonable location must be selected from a technical point of view, with due regard to the following conditions:
 - The distance from the underside of the manifold to the floor must be at least 200mm.
 - The distance above the top of the manifold must be at least 150mm.
 - The manifolds dimensions depend on the number of loops, please refer to Retro Route Ltd Design.
 - The manifold may not be placed in the fuse cupboard (subject to regulations).
 - The manifold cannot be positioned below the level of the underfloor heating (due to venting problems).
12. After installation the manifold and primary connection must remain accessible for possible future service work.

13. The manifold must be installed on the same floor as the underfloor heating system.
14. The manifold must preferably be installed within a 2-meter radius from the floor that needs to be heated.
15. The underfloor heating pipes should be run directly from the manifold into the floor.
16. The customer is responsible for the prevention of freezing where installations are left filled with water.
17. The accumulated Retro Route refuse bags that will contain the cuttings from the floor must be disposed of by the customer.

18. An outside tap with water supply must be available for filling and testing the underfloor heating.

19. On the day of completion, the customer must be present to approve the installation and sign off on the order.

20. Work unaccounted for could incur additional costs and will be charged by Retro Route Ltd.

21. In case the installation terms cannot be complied with. Retro Route Ltd, should be contacted 48 hours before installation.

22. Deposits will be required upon order to the sum of 25% of the overall project value including VAT.

23. In case of any circumstances out of Retro Route Ltd control that prevent the company from carrying out the work in a safe manner, such as no access to site, unable to carry out works for any reason not related to Retro Route Ltd or an inadequate power supply not being provided. Then an amount of £375+VAT will be withheld and non-refundable from the initial 25% deposit paid, however, if your deposit falls below the £375+VAT no refund will be available.

24. Full and final payment will be required on completion of works. Payment is accepted by Bank Transfer, Debit / Credit Card or Cheque.

CONTRACT FOR WORKS

This Contract for Works is valid for 28 days from the date of issue. You may cancel the works agreed herein within 7 days of the date shown as required by the Cancellation of Contracts made in a Consumer's Home or Place of Work etc. Regulations 2008 - see Notice of the right to cancel below.

AUTHORISATION FOR WORKS

I / we agree to pay for the works described herein, within the terms & conditions provided, and confirm we are aware of our right to cancel said works within 7 days of the date of our signature as provided for under The Cancellation of Contracts made in a Consumer's Home or Place of Work etc. Regulations 2008.

Print Name: _____ Quote Ref: _____

Signature: _____ Date: _____

NOTICE OF THE RIGHT TO CANCEL

CONDITION OF OFFER

I / we understand that by accepting the contract for works discussed above prior to the end of the 7 day cooling-off period beginning on the date shown below that I / we may be required to pay for goods and services provided up to the point of cancellation and / or may be under duty to restore any goods acquired before cancellation and meanwhile to retain possession of the goods and to take reasonable care of them.

Print Name: _____ Quote Ref: _____

Signature: _____ Date: _____

CANCELLATION OF CONTRACT

You (the customer) have the right to cancel this contract if you wish. This right can be exercised by delivering, or sending notice to Retro Route Ltd at any time within the period of 7 days starting with the date of receipt of this notice. The notice of cancellation is deemed to be served as soon as it is posted or sent, or in the case of email from the day it is sent. If work on the above contract has begun, with your written agreement, before the end of the cancellation period, you may be required to pay for any goods or services supplied.