



Plumbing services terms and conditions

Please read these Terms and Conditions carefully. All contracts that the Provider may enter into from time to time [for the provision of the Provider's services] shall be governed by these Terms and Conditions, and the Provider will ask the Customer for the Customer's express written acceptance of these Terms and Conditions before providing [any such services] to the Customer.

1. Definitions

1.1 In these Terms and Conditions[, except to the extent expressly provided otherwise]:

"**Business Day**" means any weekday other than a bank or public holiday in [England];

"**Business Hours**" means the hours of [09:00 to 17:00 GMT/BST] on a Business Day;

"**Charges**" means the following amounts:

- (a) [the amounts specified in Section 5 of the Statement of Work];
- (b) [such amounts as may be agreed in writing by the parties from time to time];
- (c) [amounts calculated by multiplying the Provider's [standard time-based charging rates (as notified by the Provider to the Customer before the date of the Contract)] by the time spent by the Provider's personnel performing the Services (rounded [down by the Provider to the nearest quarter hour])]; and
- (d) [the costs of the Materials calculated [in accordance with the Provider's standard price list from time to time] OR [as the actual costs of the Materials supplied[, plus a handling charge of [percentage]%;]]];

[additional list items]

"**Contract**" means a particular contract made under these Terms and Conditions between the Provider and the Customer;

"**Customer**" means the person or entity identified as such in Section 1 of the Statement of Work;

"**Customer Confidential Information**" means any information disclosed by the Customer to the Provider during the Term (whether disclosed in writing, orally or otherwise) that, at the time of disclosure, was marked as confidential, was described by the Customer as confidential, or should have been reasonably understood by the Provider to be confidential;

"**Customer Premises**" means [any premises owned or controlled by the Customer at which the parties expressly or impliedly agree the personnel of the Provider shall provide Services];

"**Customer Representatives**" means the person or persons identified as such in Section 6 of the Statement of Work, and any additional or replacement persons that may be appointed by the Customer giving to the Provider written notice of the appointment;

"**Effective Date**" means [the date of execution of a Statement of Work incorporating these Terms and Conditions];