

# Terms and Conditions



## 1. Definitions

- **The Company** means **SerFix Property Solutions**.
- **The Customer** means the person, firm, or company from whom an order is accepted by the Company.
- **Goods** means goods or services which are the subject of an order, whether placed verbally or in writing.

## 2. Orders

- The Customer agrees to purchase and have installed the Goods specified in the order.
- **Once the Customer agrees to an order in writing for any materials or services, the order becomes final and cannot be cancelled.** The Customer acknowledges that they are fully liable for the total price of the Goods and services upon confirmation of the order, regardless of any later cancellation.

## 3. Payment

- The total outstanding balance is payable immediately after the Goods have been properly installed or delivered in accordance with the terms of the order. Payment is to be made via cash or bank transfer to the Company's specified account.

## 4. Cancellation Policy

- Orders for Goods or Services: Once any materials or services are ordered and confirmed in writing by the Customer, the order cannot be cancelled or amended. The Customer is liable for the full cost of the materials and services, even if they later choose to cancel for any reason.

## 5. Survey and Right to Cancel by the Company

- The Company reserves the right to cancel an order in the event that, after a survey, it is determined that the Company cannot fulfill its obligations to the Customer within the agreed price. In such a case, any deposit or monies paid will be refunded in full by the Company.

## 6. Acceptance of Goods

- The Customer must notify the Company immediately during fitting if there are any problems or issues with the Goods or installation. Any concerns must be raised while the fitting is taking place; complaints or issues raised after the fitting has been completed may not be accepted by the Company.

## 7. Risk and Ownership

- Risk shall pass to the Customer when the Goods have been installed by the Company or when the Customer collects the Goods. Ownership of the Goods shall remain with the Company until full payment has been received and cleared.

## 8. General Terms

- These terms do not affect your statutory rights as a consumer.
- The contract shall be governed by and interpreted according to English law.