

TOP RANK

ROOFING & BUILDING LTD

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company vat number: 247011144

Company Registration Number : 10054799

Terms and Conditions

Before work commences

1. When employing Top Rank Roofing and Building Limited to carry out work on your property we will carry out an inspection of the job at hand. Whilst we make every effort to identify and price all required work upfront, sometimes after invasive investigation we may discover unforeseen works, for example rotten roof joists. In this situation we would provide you with a quote for the extra work which would only be carried out with your consent.
2. Prior to any work starting it is common to need specialist equipment and hire services to complete our job safely and efficiently, for example scaffolding, skips and lifting equipment etc. Whilst we work closely with reputable companies to ensure the best service possible there is a risk involved for customers in regards to accidental damage to your property/valuables in which we cannot be held responsible. We advise any valuables are moved to a safe place prior to any work taking place whether it be from us or a third party company and remain out of the way until works are complete.
3. In some cases deposits may be required for us to carry out the work. This deposit will not be for anymore than 50 percent of the total job cost and is to help us cover the cost of expenses such as materials and hire equipment. Once the deposit is payed to us it will be paid across to the relevant parties involved in supplying us with the services needed to start the work. Deposits will only be payable upon erection of scaffolding or delivery of necessary materials, this will be outlined in your quote.
4. Whilst the work is taking place
5. At no point is anyone except the employees of Top Rank roofing and building Limited permitted to climb any ladders or access the scaffolding without relevant permission. In the case of an emergency we should be contacted if ladder or scaffold access is required
6. We require you clear any valuables and nearby belongings etc from work areas or below. We will not accept responsibility for damaged goods should they not be cleared. We will also not be held responsible for the safety of any person or animal within work areas or below.

7. If there are parking restrictions in place then we would require relevant permits to allow us to carry out the work efficiently. We would also require access to the property upon request.
8. Sometimes an additional payment could be required on larger projects to help us carry on working on your property. We reserve the right to cancel guarantees or abandon work should payments not be made on time or in full. Should you instigate a delay, pause or change in work you agree to pay us an interim payment upon request to cover any work already completed and to cover 100 percent of any materials already purchased and third party services already provided such as scaffolding. Details of any deposits will always be outlined in your quote. All materials and products remain the property of Top Rank Roofing and Building Limited until payment is received in full.

After work is complete/points to note

9. Final payment is required upon satisfactory completion and request.
10. You may require planning permission for your work or need building regulations approval, the responsibility of this lays entirely on you as the property owner. We will not be entitled to cover any cost of obtaining the necessary planning permission/building regulations approval.
11. Payment, in full, is your responsibility. Our agreement is with you and still needs to be paid in full should any third party decide not to pay for completed works or deposits required detailed in the quote. For example, if your house insurance company tells you they will cover the cost of the work then for any reason chooses not to pay, the responsibility falls on you to pay the balance in full.
12. Guarantee certificates are available upon request for completed works that have been paid in full.
13. Top Rank roofing and building Limited do not offer guarantees or are not liable to solve damp in which we believe is not caused by water ingress coming from the roof, whether this is stated before work has commenced or after the work is done, It is your responsibility to explore all options and possibilities before employing us. If damp (not caused by a water ingress from the roof) persists after work has been completed to a high standard and/or as detailed in the quote you are not entitled to a refund.
14. On receipt of your complaint the business aims to respond within 5 days. The business will arrange a convenient date to come and view and/or remedy the situation within 28 days.
15. In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.
16. The business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 0117 456 6031 who can explain if you are eligible to use their Alternative Dispute Resolution.

