



SmartPlaz
Think Smart

Repair Services Terms & Conditions

Think Smart



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1. Introduction and Agreement Acceptance

By engaging SmartPlaz Repairs Service, you acknowledge and agree to the terms and conditions set out in this agreement. This agreement forms a legally binding contract under the laws of the United Kingdom between you (the customer) and SmartPlaz.

2. Pricing and Billing

2.1 Call-Out Charge:

- The initial call-out charge for SmartPlaz Repairs Service is £89.99, covering the first hour of our skilled team's labour.

2.2 Additional Time:

- Any additional time required beyond the initial hour will be billed at £39.99 for every 30 minutes.

2.3 Payment Methods:

- Payments can be conveniently made using various methods, including credit/debit cards, bank transfers, or other options specified by SmartPlaz, in accordance with applicable UK financial regulations.

3. Scope of Services

3.1 Comprehensive Repairs:

- Our experienced team specialises in repairing a variety of UPVC components, including gutters, fascia, soffit, downpipes, and more.

3.2 Unrepairable Issues:

- While we aim to address all identified issues, it's important to note that in certain circumstances, damages may be deemed unrepairable. We commit to making our best efforts to find solutions, and we will communicate openly if a repair is not feasible,

3.3 Accidental Damage Disclaimer

- SmartPlaz will not be held responsible or liable for any accidental damage caused by a SmartPlaz representative attempting to repair products that a customer has asked SmartPlaz to repair. Additionally, any damages caused by accessing the repair site will also not be covered by SmartPlaz.

4. Online Shop

4.1 Trade Prices:

- Access the necessary repair parts at trade prices through our user-friendly online shop.

4.2 Online Purchase Terms:

- Detailed terms regarding online purchases, including returns and exchanges, are available in the online shop section, complying with UK consumer rights legislation.

4.3 Agreement on Additional Material Prices

- All prices for any further materials required will be agreed upon in advance and will be clearly itemised on your invoice. This ensures transparency and clarity regarding the cost of additional materials used during the repair process.

4.4 Customer-Sourced Products

- Customers are welcome to source their own products for installation by SmartPlaz, provided that the products are deemed suitable for the intended repairs. SmartPlaz reserves the right to assess the suitability of customer-sourced products before installation.



15. Quality Repairs

5.1 Commitment to Quality:

- SmartPlaz is dedicated to delivering repairs of the highest quality, ensuring the longevity of any repairs carried out. Our commitment extends to using quality materials and employing skilled professionals to maintain the integrity of your property.

6. 1-Year Guarantee

6.1 Quality Assurance:

- We stand behind our work with a 1-year guarantee, providing you with added assurance of the quality of our repairs, in accordance with UK consumer rights

6.2 Guarantee Terms and Conditions

- For detailed information on our guarantee terms and conditions, please refer to the [SmartPlaz Guarantee Terms and Conditions] available on our website under the Resources Hub.

7. Customer Responsibilities

7.1 As our valued customer, we ask you to:

- Ensure proper access to the repair site.
- Communicate any specific concerns or preferences you may have.
- Adhere to any guidelines provided by SmartPlaz for preparation or post-repair care.

8. Disclaimers and Limitations

8.1 Discontinuation of Services:

- SmartPlaz reserves the right to discontinue services under certain circumstances, such as safety concerns or a breach of terms, in accordance with UK legal standards.

8.2 Legal Disclaimers and Limitations on Liability:

- Legal disclaimers are included to safeguard SmartPlaz from unforeseen circumstances. Clear limitations on liability are outlined to set realistic expectations, consistent with UK law.

9. Termination of Services

Either party has the right to terminate the service agreement under specific circumstances, including breach of terms, non-payment, or mutual agreement, in accordance with UK contract law.

10. Jurisdiction and Governing Law

Any disputes or claims arising under or in connection with these terms and conditions will be exclusively governed by the laws of England and Wales, and the courts in England and Wales will have exclusive jurisdiction.