

Terms & Conditions.



1. General Information

- 1.1. These terms and conditions apply to clients of SBBS who are a consumer of our services, as defined by Consumer Rights Act 2015. Nothing in these Terms and Conditions affects your statutory rights under the Consumer Rights Act 2015.
- 1.2. Please read these terms carefully before you agree to a quotation with us. These terms tell you who we are, how we provide our services, how to change or end a Quote/contract, and what to do if there is a problem or other important information. If you think there is a mistake in these terms or require any changes, please contact us to discuss.

2. About SBBS Ltd & how to contact us

- 2.1. We are Steve Bebb Building Services Ltd. A small, family-run building company registered in Shropshire, England and Wales. Our company registration number is 15546867. Registered office is at 2A Emstrey, Atcham, Shrewsbury, SY5 6QP. Our registered VAT number is 472001043.
- 2.2. You can contact us by telephone on 01743 632255 or by emailing us at info@sbbsservices.uk and 2A Emstrey, Atcham, Shrewsbury, SY5 6QP.
- 2.3. If we need to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided in the site visit query.

3. Site Visits

- 3.1. All site visit appointments will be arranged over the telephone or email. Clients will receive a time and date that the estimator will adhere to.
- 3.2. If you're suddenly unavailable for the site visit, please contact us a few days before the appointment.

4. Quotations

- 4.1. Quotations will be sent out via email in a timely manner- please allow 1–2 weeks over busy periods.
- 4.2. Clients must email or telephone to accept quotation.
- 4.3. A deposit of 5%, 10%, or a maximum of £1,000.00 for larger jobs will be invoiced to you; this is to guarantee a place in the jobs to start calendar.
- 4.4. Once the deposit has been paid, you will receive an **estimated** start date month.

- 4.5. Please note that the start date month is estimated; which we cannot be held accountable to. The construction industry is very unpredictable, so naturally there can be delays.
- 4.6. Important to note that all quotations are + VAT as we are a VAT registered company.

5. Work Terms

- 5.1. Some building work requires building control. SBBS can organise/ assist with building control. It is essential that you pay all fees for building control before SBBS commences the building work. SBBS will liaise with building control throughout the build, communicating and booking inspections.
- 5.2. The total price is for completing the works as described in the written quotation, it is subject to site survey and is based on our valuation; this does not include material price increases, additional labour, and materials which may be required should unforeseen problems arise after the work has started.
- 5.3. If unforeseen problems arise and require additional plant hire, building control, materials, or structural issues an additional quote would be needed.
- 5.4. Steve Bebb or Chris the foreman will ensure regular checks throughout the build to ensure the job is running smoothly and to liaise with the client.
- 5.5. When SBBS completes the work, Steve the Director or Chris the foreman will do final checks to make sure you're happy with everything and take care of any amendments.

6. Payments Terms

- 6.1. As stated in subsection 4.3. A deposit will be requested upon quote acceptance; this is to secure a place. The maximum deposit is £1,000.00 or 5%. Deposits are non-refundable where reasonable costs have been incurred, unless otherwise required by law.
- 6.2. Once the job has commenced, after 2 -3 weeks of working, a 20% stage payment will be required to cover part materials and part labour.
- 6.3. As the job progresses, more stage payments will be required to cover the costs for labour and materials for the work.
- 6.4. Once the work has completed, along with any amendments, a final bill will be sent out.
- 6.5. Every paid invoice will receive a receipt of payment.
- 6.6. Important to note that all Invoices are + VAT, the total amount is included on the invoice.

7. Your right to make changes/ additional work

- 7.1. If you wish to make changes, we will let you know if the change is possible and if there are any changes to the price, and time scale of the job.
- 7.2. You can request for additional (extra) work, you will require a separate quotation.

8. SBBS rights to make changes

- 8.1. Minor changes to our services may happen to reflect changes in relevant laws and regulatory requirements.

9. Client Responsibilities

- 9.1. SBBS requests to use the client's toilet. If the client does not agree to this, there is the option of a Porta Loo. The clients must pay all Porta Loo invoices from the hire company. The Porta Loo price is not included in the quotation.
- 9.2. Provide safe and unrestricted access.
- 9.3. Obtain all required planning permission, and building control approval.

10. Our responsibilities

- 10.1. To ensure consistent contact with the client, keep them up to date with delays, inspections, absences, and other building updates.
- 10.2. To ensure a tidy workspace.
- 10.3. To leave the job clean, tidy, and safe at the end of the working day.

11. Your right to end the contract/Quote

- 11.1. The Client has the right to cancel within a month of the work starting
- 11.2. If work has started, the Client must pay for work completed and materials ordered.

12. Our right to end the contract

- 12.1. We may end the contract if you break any of the conditions in the T&C's.
- 12.2. If you do not make payment to us.
- 12.3. Site conditions are unsafe.

13. Timescale

- 13.1. SBBS will not be held liable for any compensation or negotiation on the final invoice due to time lapsed over the estimated time frame given.
- 13.2. Any timescale or completion date is an estimate only.
- 13.3. The company is not liable for delays caused by the weather, supplier shortages, client changes, hidden defects, and events beyond reasonable control.

14. Damages

- 14.1. SBBS will not be held liable for damage to property caused by other subcontractors, damage to personal items unless it can be proven, and damage to the property caused by weather conditions.

15. Limitations of Liability

- 15.1. SBBS is not liable for: Pre-existing defects and hidden structural issues.
- 15.2. SBBS is not responsible for damaged caused by the client and other sub-contractors.

16. Disputes

- 16.1. Disputes should be raised in writing.
- 16.2. Both parties agree to attempt resolution before court proceedings.

17. Defects and Guarantees

- 17.1. Any defects must be reported in writing.
- 17.2. The Company will remedy defects caused by poor workmanship but is not responsible for: Normal wear and tear, Manufacturer defects, and work by others.
- 17.3. SBBS has a Guarantee policy up to 2 years.

18. Building control and certificates

- 18.1. If the job requires building control, we'll book in a completion inspection with them.
- 18.2. Building control can take around 2-3 weeks to sign a job off. (Average estimate)
- 18.3. If building control requests us to amend something it'll be taken care of straight away.

19. Insurances

- 19.1. SBBS obtains insurances that you can request to see a copy of.
- 19.2. The Insurances are Public Liability, Employers Liability, Professional Indemnity, and Contracts Insurance.

20. Governing Law

- 20.1. These terms and conditions are governed by the laws of England and Wales.

21. Other Important Terms

- 21.1. Price increases. SBBS will honour our quotation for the year it was given. Every year materials, labour, rates, and insurances increase in price. Due to this, all quotes will be re-priced every January to keep up to date with the current market.
- 21.2. Once the quote has been repriced it will be sent back to you via email or postal mail.
- 21.3. If you wish to no longer proceed with the updated quotation, you can cancel your work and your deposit will be refunded back.

Regards,
Steve Bebb Building Services Ltd