Standard terms for professional insulation installation

Project-specific work, price and payment arrangements are recorded in your quotation.

AGREEMENT, SURVEY & PERMISSIONS

1. Who we are and how to contact us

"We", "us" and "Insulate It" mean the legal supplier identified in your quotation, trading as Insulate It. "You" means the customer ordering the work. Our correspondence address is Dronfield Business Centre, 21-22 Sheffield Road, Dronfield, S18 2DG. Email: info@insulate-it.com. Telephone: 0800 774 7972.

The quotation identifies the contracting business and any applicable company and VAT details. Please check the customer name, installation address, specification and contact details, and raise any errors before accepting.

2. The documents and formation of the contract

Read these terms, your quotation and the identified specification or attachments together before accepting. The contract forms when we confirm acceptance of your quotation in writing. We will give you a copy you can retain. Agreed project-specific changes should be recorded clearly with the quotation.

A written record helps both parties, but these terms do not remove rights arising from statements or promises on which you reasonably relied. Ask us about anything unclear before ordering. The version supplied with the accepted quotation applies; later standard-term revisions do not automatically change your contract.

3. What is included in the price

Your quotation states the insulation locations, selected package, exact products or system, layers or thickness, areas, fitting work, agreed finishes and exclusions. Roof, loft-floor and suspended ground-floor areas are measured separately. Drawings or photographs illustrate only the agreed specification.

Please check whether the price includes battens, joint sealing, access works, removal of existing insulation, waste disposal, boarding, lifting or refitting flooring, decoration and remedial work. Work outside the agreed scope requires the change procedure in section 11. We do not use exclusions to avoid work necessary to perform the agreed installation safely and properly.

4. Surveys, measurements and hidden conditions

Unless a different investigation is specified, our initial survey is an assessment of reasonably accessible areas. Concealed parts may require opening up or a specialist report. We will identify material assumptions, inaccessible areas and any further checks needed. A price marked subject to survey must be confirmed before the order is accepted.

If unexpected damage, contamination, unsuitable construction or other hidden conditions affect the work, we may pause the affected area, explain the findings and discuss a safe solution and any revised price or programme. A limited survey does not excuse failing to identify something a competent installer should reasonably identify.

5. Permissions, design and applicable requirements

Tell us whether you own the property or have authority to order the work, and disclose known lease, landlord or site restrictions. The quotation should identify any approvals, design calculations, specialist assessments or notifications included and who will arrange them. We will not knowingly proceed contrary to a required approval.

We remain responsible for duties applying to our design and installation work, including appropriate workmanship and safe methods. Insulation work does not itself provide a loft conversion, a load-rated storage floor or a habitable room; those works must be expressly specified if required.

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SITE ACCESS, SAFETY & STRUCTURE

6. Access and customer preparations

Please provide the agreed access to the property and work areas at the arranged times. Before the visit, carry out the preparations recorded in the quotation, such as clearing stored belongings and access routes, arranging keys or attendance, or obtaining agreed parking or access permission.

Tell us promptly if an arrangement changes or someone else must approve access. We will assess ladders, hatches, boards, platforms and underfloor access for our own safe method of work; their presence does not mean they are suitable. Customer preparation does not transfer our safety duties to you.

7. Keeping the work area safe

Our installers may establish a restricted work area and give reasonable safety instructions. Please keep children, visitors and pets away from that area, and do not move tools, materials, access equipment or temporary protection without agreement. Discuss any vulnerability, accessibility need or site constraint with us so suitable arrangements can be made.

We may stop or decline affected work where there is a credible safety risk, including unstable access, fragile surfaces, flooding, hazardous services or serious contamination. We may also leave immediately for violence, credible threats or serious harassment. We will explain the reason, record the position and discuss safe arrangements where practicable.

8. Asbestos and other hazardous conditions

Provide any known information about asbestos, suspect materials, pest contamination and other hazards, including available surveys or registers. Our normal insulation quotation does not include specialist testing, asbestos removal or remediation unless expressly stated and appropriately arranged.

We will make the checks required for our work. If suspect material is encountered, we will stop the affected work and arrange an appropriate assessment before disturbance or continuation. Your information or assurances do not replace our own legal duties. Any specialist work, price and resulting delay will be discussed before it is authorised.

9. Existing structure, ceilings and concealed services

Tell us about known leaks, rot, damaged joists, fragile ceilings, loose boards, existing cracks, hidden pipework and cables. Where useful, we will record the relevant pre-existing condition. We will take reasonable care while accessing the work and using appropriate temporary protection.

Lifting boards, opening access or disturbing existing finishes may reveal defects. We will explain any foreseeable necessary disturbance and agree making-good arrangements. We remain responsible for damage caused by our lack of reasonable care. Existing defects unrelated to our work are not automatically included for repair.

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SYSTEM REQUIREMENTS, CHANGES & PRICE

10. Ventilation, moisture and equipment

Our proposed installation must be suitable for the agreed construction and take account of moisture and ventilation. Relevant air paths, vents and essential access to equipment must be preserved or suitably dealt with. Tell us about known damp, condensation, roof leaks, flues, tanks, downlights and other services.

Where electrical, plumbing, ventilation or other specialist alterations are needed, we will identify the work and agree who will undertake it before proceeding. Insulation is not a general repair for unrelated leaks or damp. This does not exclude our responsibility for defects, moisture problems or damage caused or worsened by our design or installation.

11. Changes and additional work

Either party may propose a change. Before additional work proceeds, we will agree a clear description, price or pricing basis, VAT treatment and effect on timing in writing. For a telephone discussion we will send a written record for agreement. A request made to an installer is not by itself approval of an unspecified extra charge.

If a change is not agreed, we will discuss whether the original work can safely continue and the position of any affected part of the contract. We do not have an unrestricted right to substitute materials, increase the price or reduce the promised specification.

12. Deposits, balances and payment queries

Payment amounts, any deposit, stage payments, due dates and methods are recorded in your quotation. We will invoice the agreed amounts. No deposit is automatically non-refundable. The cancellation rules and any lawful account for work or loss determine what can be retained.

Please raise an invoice concern promptly so it can be investigated. Pay undisputed amounts when due; this does not remove any lawful right to withhold a proportionate disputed amount. We do not impose an automatic penalty or an arbitrary debt-recovery fee. Applicable mandatory construction-payment rules take priority where they apply.

13. Price validity, VAT and materials

The quotation states its validity period and VAT treatment. Before acceptance, an expired quotation may need updating and agreement. After a contract is formed, the agreed price is not increased merely because our costs rise. Any proposed change required by law or a tax-rate change will be explained, with the basis and effect on the total, and dealt with lawfully.

We will supply the specified products. If a specified item becomes unavailable, we will discuss an appropriate alternative and its effects on performance, appearance, price and timing before changing the specification. We will agree any necessary arrangements for delivery, safe storage and removal of installation waste.

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PROGRAMME, COMPLETION & AFTERCARE

14. Installation dates, interruptions and delays

Proposed dates and durations are estimates until agreed or confirmed. We will meet our contractual timing obligations, and complete within a reasonable time where no time is agreed. Tell us before ordering if a particular deadline is essential. We will tell you promptly about a delay and discuss mitigation and a realistic revised programme.

Severe weather, unsafe site conditions or serious supply disruption may affect work. This is not a blanket exemption for our own delay or breach. If a material interruption cannot be resolved in a reasonable time, we will discuss ending the affected work and refunding unearned payments, without limiting your other legal rights.

15. Missed access, postponement and cancellation outside cooling-off

Tell us as soon as possible if you need to postpone or cancel. Outside any statutory cancellation right, and where we are not at fault, we may seek reasonable, evidenced net loss directly caused by your cancellation or failure to meet an agreed access obligation. We will explain the calculation rather than impose an automatic aborted-visit or cancellation penalty.

Any claim must allow for costs saved, goods returned or reused, replacement bookings and other reasonable mitigation. We cannot recover the same loss twice. Deposits or payments already held are credited and any excess refunded. This section does not apply to a statutory cancellation as a way of imposing extra charges beyond those the law permits.

16. Completion, inspection and outstanding items

At completion we will offer a reasonable opportunity to inspect the work, explain relevant use and aftercare, and record any outstanding items and proposed remedies. If you cannot attend, we will provide suitable completion information and arrange to discuss any concerns.

A completion record or signature does not waive rights concerning defects, poor work or hidden issues. Silence does not mean that you have accepted defective work. We will remove the waste included in our agreed scope and leave the work area reasonably tidy.

17. Performance and aftercare

Any stated thermal value applies to the specified installed system and construction, including the conditions stated with that value. Actual comfort and energy use also depend on the building, heating, weather, occupancy and ventilation. We do not promise a particular bill saving, EPC increase or room temperature unless that specific commitment is expressly agreed and supported.

Follow the relevant product and aftercare instructions. Do not block ventilation or damage, compress or remove insulation, seals or essential access. Tell us about later alterations that may affect the installation. Any effect on a guarantee or claim must relate to the actual cause; unrelated third-party work does not automatically remove every right.

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GUARANTEES, LIABILITY & LEGAL MATTERS

18. Guarantees and statutory remedies

We have a legal duty to supply goods that conform to this contract and to carry out services with reasonable care and skill. Any workmanship guarantee and manufacturer warranty are identified in your quotation, including duration, scope and supplied conditions. They are separate forms of cover and do not replace statutory rights. A manufacturer-only warranty does not remove our responsibility for the goods or installation we supplied.

Please contact us about a problem so we can investigate and, where appropriate, put it right without unreasonable delay or significant inconvenience. We may request reasonable access for inspection or remedial work. This does not require you to delay urgent protective action or surrender a remedy you are legally entitled to use.

19. Our responsibility and fair limits

We are responsible for reasonably foreseeable loss and damage caused by our breach of contract or negligence. We remain responsible for subcontractors we engage to perform our contract. We are not responsible for an unrelated pre-existing defect or loss caused solely by someone else, but remain responsible where our work caused, worsened or should reasonably have identified the problem.

Nothing in these terms excludes or restricts liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any right or responsibility that cannot lawfully be excluded or restricted.

20. Concerns, records and privacy

For a concern or complaint, contact info@insulate-it.com, 0800 774 7972 or the postal address in section 1, giving your quotation reference and the issue. Photographs may help but are not a condition of raising a complaint. We will investigate, explain our response and discuss a suitable remedy. No short reporting deadline in these terms removes a statutory claim.

We may keep appropriate survey, work and completion records, including proportionate site photographs, for legitimate contract, quality and safety purposes. We will provide applicable privacy information and protect personal information. Identifiable marketing photographs require separate permission. Accepting the installation contract is not marketing-photo consent.

21. Ending the contract, disputes and applicable law

We may suspend affected work for a serious safety issue or serious customer breach. For a remediable breach, including an undisputed overdue payment, we will explain it in writing and allow a reasonable opportunity to resolve it, normally at least seven calendar days, before ending the contract. Immediate suspension may be necessary for a serious threat to safety. We will account fairly for payments and work.

We will try to resolve disputes directly and provide any alternative dispute resolution information required by law. These terms do not compel arbitration or prevent court action. English and Welsh law applies without removing mandatory consumer protections; consumers retain the right to use any UK courts available to them under applicable law.

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22. WHEN CANCELLATION RIGHTS APPLY

Sections 22 to 25 apply where you have a statutory right to cancel, including qualifying distance or off-premises consumer contracts. These rights do not automatically apply to business purchases or every contract agreed after a home survey. Any voluntary additional right will be stated in your quotation.

23. Your cancellation period and how to notify us

You can cancel without giving a reason within 14 days. For goods supplied with installation, the period ends 14 days after the day you or your nominated recipient (other than the carrier) receive the goods. For one order delivered in separate deliveries, it ends 14 days after the last goods are received. For a genuine service-only contract, it ends 14 days after the day the contract is made.

Tell us clearly that you wish to cancel. We recommend email or post so there is a record: info@insulate-it.com; or Insulate It, Dronfield Business Centre, 21-22 Sheffield Road, Dronfield, S18 2DG. You can also telephone 0800 774 7972. Give your name, property address and quotation reference where possible. Any clear cancellation statement is sufficient; neither our form nor written notice is compulsory.

Send or communicate your cancellation before the period expires. We will acknowledge it; your cancellation does not depend on our acknowledgement or approval. Appendix A supplies a model form you may use if helpful.

24. Refunds, supplied goods and return costs

We will reimburse payments, including the standard delivery cost if charged, without undue delay and within 14 days after being informed, subject to the goods-return rules. For supplied goods, unless we offer collection, we may withhold the refund until the goods or evidence of return are received, whichever is earlier. Refunds use the original payment method unless you agree otherwise, with no refund fee.

Unless we offer collection, return goods without undue delay and within 14 days after cancellation. Direct return costs are payable by you only where disclosed before the contract. If goods cannot normally be posted, the return or collection cost or appropriate estimate must be disclosed. We collect at our cost where required by law. A lawful deduction for reduced value may apply only to handling beyond what is needed to check the goods' nature, characteristics and functioning.

If required cancellation-right information was not supplied, the law may extend the period. The normal rules do not restrict remedies for defective goods, poor installation or other breach. We do not treat stock insulation as exempt bespoke goods merely because it was ordered or cut for your installation.

25. Starting work during the cancellation period

We will obtain your express request before starting services during the period. Your quotation contains optional unticked early-start boxes covered by the same customer signature. If you then cancel, you may have to pay a reasonable amount proportionate to services supplied up to cancellation, based on the agreed price, where the required information and request were given.

Completing installation does not by itself end cancellation rights for supplied goods. A genuine service-only contract loses its cancellation right after full performance only following your express early-start request and acknowledgement of that consequence. The separate service-only box on your quotation applies only to that situation.

Any customer-paid return or collection cost, including the cost or estimate for goods that cannot normally be posted, must be stated in the quotation or supplied separately before acceptance. We will not charge a cost that was not disclosed where disclosure is required.

CANCELLATION FORM

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MODEL CANCELLATION FORM - USE ONLY IF CANCELLING

Complete and return this form only if you wish to cancel. You can instead send an email, post a letter or make any other clear cancellation statement using the contact details in section 23.

To: the legal supplier identified in your quotation, trading as Insulate It, Dronfield Business Centre, 21-22 Sheffield Road, Dronfield, S18 2DG. Email: info@insulate-it.com.

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*] / for the supply of the following service [*]:

ORDERED ON [*] / RECEIVED ON [*]

NAME OF CONSUMER(S)

ADDRESS OF CONSUMER(S)

SIGNATURE (ONLY IF NOTIFIED ON PAPER)

DATE

[*] Delete as appropriate. Keep a copy of your notice.