



TERMS & CONDITIONS OF BUSINESS

At Wright's Chimney Sweep, we are committed to providing the best possible service to our customers at a fixed price. While we strive for transparency, certain terms and conditions apply. Please review them carefully.

PRICING

1. Our pricing structure operates on a fixed rate for a standard sweep or job.
2. Pricing is based on the details you provide regarding the work required. If any issues arise, such as an oversized fireplace or unexpected complications, we reserve the right to revise our quotation upon arrival. You may decline the service at that point.
3. If we encounter a problem—such as a blockage or flue issue—we will inform you of any additional charges before proceeding with further work.
4. Should you choose to discontinue the service after we have arrived, we reserve the right to charge for costs incurred, including any work already undertaken.

CANCELLATION

1. We understand that schedules change. If you need to modify or cancel an appointment, please provide at least **24 hours' notice** to allow us to reallocate the time slot.
2. If no one is present at the property when we arrive or we are unable to gain access, we reserve the right to charge up to **100% of the quoted price** as a cancellation fee.
3. For cancellations made with less than **24 hours' notice**, charges may apply in accordance with the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**.

T: 01636 616425
E: chris@wrightschimneysweep.co.uk
W: www.wrightschimneysweep.co.uk

PAYMENT

1. Payment is due at the time of service unless an alternative arrangement has been agreed upon in advance.
2. Accepted payment methods include:
 - i. **Cash or cheque** payable to *Wrights Chimney Sweep*
 - ii. **BACS (bank transfer)** – details will be provided if payment is outstanding. Please quote the provided reference to ensure proper processing.
 - iii. **Invoice by email** – Payment must be made within **7 days**. Late payments may incur an annual interest charge of **2% above the Bank of England Base Rate**.

DEPOSITS

1. A **non-refundable deposit** may be required upon booking.
2. If you provide more than **24 hours' notice** for a rescheduled appointment, the deposit may be transferred. **Less than 24 hours' notice** will result in forfeiture of the deposit.

METHOD OF SWEEPING

1. Chimney sweeping requires the use of brushes or rotary power sweeping equipment. It **cannot** be performed using a vacuum alone.
2. If deemed appropriate, we may use **power sweeping** (a drill-operated device designed to clean the flue). This method will only be used when the chimney's condition allows for safe operation.

RESPONSIBLE PERSON

Chris Wright-Managing Director, Wright's Chimney Sweep (HETAS Approved)

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