

Terms & Conditions

1. About these Terms & Conditions

These Terms & Conditions ("Terms") apply to services supplied by LHS Handyman Services ("LHS", "we", "us" or "our") to customers ("you" or "the customer"). They explain how quotations, bookings, work, materials, payments, cancellations and other aspects of our services operate.

2. Our services

LHS provides handyman and property maintenance, home improvement, technology and digital landline support, business support, stock and merchandise support, and related practical services. LHS does not undertake gas work. General plumbing is not offered, other than limited or minor connection-type work where appropriate fittings already exist. The exact work to be carried out will be described in the quotation, booking confirmation, job description or other agreement with you.

3. Quotations and estimates

Where a quotation is provided, it will describe the proposed work and price or pricing basis. Unless stated otherwise, quotations are valid for 30 days. Estimates are indicative and may change where the scope of work changes or previously hidden conditions are discovered. A quotation becomes an agreed job when accepted by you and confirmed by LHS.

4. Pricing, labour and minimum charges

LHS standard labour rate is £40 per hour, with a minimum charge of £60. The standard half-day rate is £170 and the standard full-day rate is £320. Half-day and full-day rates are agreed fixed rates and are not calculated by multiplying the hourly rate. On-site Tech Support and Business Support have a £60 minimum charge. TV wall mounting starts from £75 for a 55-inch TV, with materials and extras charged separately where applicable. Other fixed prices or pricing bases may be agreed and will be stated before work begins where reasonably practicable. Prices quoted to consumers will be presented clearly. LHS is not VAT registered and will not charge VAT unless its VAT status changes and the customer is informed appropriately.

5. Materials and additional costs

Materials may be supplied by LHS or purchased on your behalf. Unless otherwise agreed, materials supplied by LHS are subject to a 20% markup. If additional materials, specialist items, delivery charges, parking charges or other unavoidable costs become necessary, we will seek your approval where reasonably practicable before incurring significant additional cost.

6. Changes to agreed work

If you ask for additional work, remove work from the agreed scope, or the job changes because of circumstances discovered on site, the price and/or timescale may change. We will explain material changes and obtain your agreement where reasonably practicable before proceeding. Emergency or urgent work may require immediate action to make an area safe or prevent further damage.

7. Access and customer responsibilities

You must provide safe and reasonable access to the property, work area, equipment or systems required for the agreed work. You are responsible for identifying relevant hazards, restrictions, access arrangements, parking requirements and known defects or issues that may affect the work. You should remove valuable, fragile or personal items from the immediate work area where reasonably practicable.

8. Hidden problems and existing conditions

Buildings, fixtures, fittings, wiring, plumbing, technology and other systems can contain defects or conditions that cannot reasonably be identified before work starts. If hidden problems are discovered, LHS will explain the issue and, where reasonably practicable, provide options and any revised price before continuing. Additional work may be required where the original scope cannot safely or properly be completed because of an underlying defect.

9. Workmanship and statutory rights

LHS will carry out services with reasonable care and skill and in accordance with the agreed scope. Nothing in these Terms removes or restricts any legal rights you have as a consumer. Where work is found not to have been carried out with reasonable care and skill, LHS will work with you to determine an appropriate remedy in accordance with applicable law. Consumer rights cannot be excluded by these Terms.

10. Specialist and regulated work

LHS will not undertake specialist or regulated work unless it is appropriately qualified, competent and legally permitted to do so. LHS does not undertake gas work. This may include certain electrical, structural, asbestos, building-regulation or other regulated activities. Where specialist work is required, LHS may recommend or arrange for an appropriately qualified specialist to undertake it.

11. Technology and digital landline support

Technology support may include troubleshooting, setup, configuration, connectivity, equipment installation and practical user support. On-site Tech Support and Business Support have a £60 minimum charge. TV wall mounting starts from £75 for a 55-inch TV, with materials and extras charged separately where applicable. TV cable solutions will generally use suitable surface-mounted or paintable cable trunking or covers where applicable; LHS does not undertake in-wall cable work or in-wall cable tidying. We will take reasonable care, but technology problems can involve third-party equipment, networks,

software, accounts or service providers outside LHS's control. You remain responsible for passwords, account access, licences, backups and important data unless a separate written agreement states otherwise.

12. Urgent and emergency support

LHS may offer urgent support where availability permits. Urgent work may be charged at a different rate or on a different pricing basis where this has been agreed. LHS is not an emergency service for situations requiring the police, fire service, ambulance, utility emergency service or other statutory emergency response. Where an immediate danger exists, you should contact the appropriate emergency service first.

13. Business, stock and merchandise support

Where LHS provides business, stock, merchandise, collection, preparation, installation or related support, the agreed scope, responsibilities and pricing will be confirmed before work begins. LHS is not responsible for loss, damage, delay or deterioration caused by inadequate packaging, incorrect information, pre-existing defects or circumstances outside its reasonable control, subject always to your statutory rights.

14. Customer-supplied materials or equipment

Where you supply materials, products, parts or equipment, you are responsible for ensuring they are suitable, compatible and available in sufficient quantity unless LHS has specifically agreed otherwise. LHS may decline to use an item that is unsafe, unsuitable or defective. If unsuitable customer-supplied materials affect the work, additional time or costs may arise.

15. Damage, care and reasonable precautions

LHS will take reasonable precautions to protect the work area. Some work inherently involves dust, noise, vibration, drilling, cutting, access equipment or temporary disruption. You should tell LHS about delicate surfaces, hidden services, alarm systems, pets or other relevant circumstances before work begins. LHS is not responsible for pre-existing damage or defects that become apparent during normal work, but will communicate significant issues where reasonably practicable.

16. Completion and acceptance

Where appropriate, the completed work will be reviewed with you. Minor snagging or adjustments may be identified and dealt with within a reasonable period. Your use of the completed work does not remove your statutory rights. Where a job is delayed or incomplete because of circumstances outside LHS's reasonable control, a revised completion arrangement may be agreed.

17. Payment

Unless a different payment date is stated on the quotation or invoice, payment is due within 14 days of the invoice date. LHS may require payment or a deposit in advance for materials,

special-order items or other agreed costs. Cash, bank transfer, card, Revolut or other payment methods offered by LHS may be accepted.

18. Late payment

If payment is not made when due, LHS may contact you to request payment and may pause further non-urgent work until the account is brought up to date. Where the customer is a business, LHS may have rights under applicable late-payment legislation. Any interest or recovery costs will only be claimed where legally permitted and applicable.

19. Cancellations and postponements

If you need to cancel or postpone booked work, please provide as much notice as reasonably possible. LHS may seek to recover reasonable losses or costs directly caused by a cancellation, such as non-refundable special-order materials or a genuine loss that could not reasonably be avoided. Any cancellation charge will be proportionate and will not be used to remove or reduce your legal rights.

20. Consumer cancellation rights

Where consumer law gives you a right to cancel, LHS will respect that right. Where a contract is made at a distance or away from LHS's business premises, specific statutory information and cancellation rules may apply. If you ask LHS to begin work during a statutory cancellation period, any required request or acknowledgement will be dealt with in accordance with applicable law.

21. Cancellation by LHS

LHS may cancel or decline work where there is a serious safety concern, abusive or threatening behaviour, lack of safe access, non-payment, discovery of work requiring specialist qualifications that LHS cannot lawfully provide, or another serious circumstance that prevents the work being carried out properly. Where LHS cancels for reasons not caused by the customer, any refund or other remedy due will be dealt with fairly and in accordance with applicable law.

22. Safety and unsafe conditions

LHS may stop or refuse work if conditions are unsafe or if carrying out the requested work could create a serious risk to people or property. Where possible, we will explain the reason and discuss a safe alternative or appropriate specialist referral.

23. Liability

Nothing in these Terms excludes or limits liability that cannot legally be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or a consumer's statutory rights. Subject to those protections, LHS will not be responsible for losses that were not reasonably foreseeable or for matters outside its

reasonable control. Nothing in this section prevents a customer from exercising rights available under applicable law.

24. Events outside our reasonable control

LHS will not be responsible for delay caused by circumstances reasonably beyond our control, such as severe weather, road closures, utility failures, supply-chain disruption, third-party service failures, illness, emergencies or other events of a similar nature. We will communicate significant delays and work with you to rearrange the service where reasonably practicable.

25. Complaints and resolving problems

If you are unhappy with any aspect of our service, please contact LHS as soon as reasonably possible and explain the issue. You can contact us using the following details: Phone: 07347 397374 | Email: info@lhshandyman services.co.uk | Website: www.lhshandyman services.co.uk. We will review the matter and aim to resolve genuine problems fairly and promptly. Customers should give us a reasonable opportunity to inspect and, where appropriate, put right workmanship issues before arranging remedial work with another contractor, except where urgent action is reasonably necessary to prevent danger or further damage.

26. Data protection and privacy

LHS processes personal information in accordance with its Privacy Policy and applicable data protection law. Our Privacy Policy explains what information we collect, why we use it, how long we retain it and your rights.

27. Photos and records

LHS may take or retain photographs, notes and records relating to work for quotations, job records, evidence of condition, workmanship, invoicing, customer service and insurance or dispute purposes. Identifiable customer or property photographs will not be used for public marketing without an appropriate lawful basis and, where required, consent.

28. Subcontractors and specialists

Where appropriate, LHS may recommend or use a competent specialist or subcontractor. Where a third party is directly contracted with you, their own terms and responsibilities may apply. LHS will make the position clear where reasonably practicable.

29. Website and digital documents

Our website, online forms, digital systems and downloadable documents may be updated from time to time. Website information is intended to provide general information and does not replace the specific quotation or agreement for a particular job.

30. Governing law

These Terms are governed by the law of England and Wales. If you are a consumer, nothing in these Terms prevents you from relying on mandatory consumer protections or rights that apply to you.

31. Changes to these Terms

LHS may update these Terms when our services, business practices or legal requirements change. The version applying to a job will normally be the version made available to you before or when the contract is formed. Changes made after a contract has been agreed will not retrospectively alter that contract unless legally permitted and agreed where required.

32. Accessibility

Having trouble accessing a policy or document? If, for any reason, you are unable to access any of our policies or documents, please contact LHS Handyman Services and we will provide an accessible copy by an alternative method.