



## Terms & Conditions

### Name of Company

Lockmaster1 Ltd

### Registered in

England and Wales

### Company Number

08022379

### Registered Office

Zangwill Rd 28  
London SE3 8EU

### Contact Details

Telephone +44 7908959198

E-mail: [bill@lockmaster1.co.uk](mailto:bill@lockmaster1.co.uk)

### Terms and conditions

General locksmith tasks will be undertaken as per the request of the client with minimum or no conditions imposed. Most of the tasks that Lockmaster1 Ltd undertake will be charged based on an hourly rate for labour and a fee for the locks or equipment installed or supplied. Lockmaster1 Ltd will undertake any task that we are trained and capable in completing at a sensible and mutually agreed cost. If the task is to be charged as Rate per hour we will notify the client of the rate prior to commencing work.

Lockmaster1 Ltd will issue a receipt (general public) unless the client requests not to; however, all companies no matter how large or small will be issued with a receipt. In all cases, whether business or private, Lockmaster1 Ltd will continue to own any lock or equipment installed to any property until such times as the lock or equipment is paid for in full and the said funds have been credited to the Lockmaster1 Ltd account. Payment for goods or services provided is due on delivery and or completion of the service / task. Payment is to be made either by Card to Lockmaster1 Ltd Locksmith, BACs or cash.

In the event that the buyer / client fails to make payment as above, the buyer /client shall pay interest on any and all outstanding amounts at the rate of 2% per day. In addition if the buyer / client fails to make payment Lockmaster1 Ltd will be entitled obtain a court order to a remove any equipment, Locks or mechanism installed and once payment is received in full either re- install the equipment, Locks or mechanism for a fee or refuse to install equipment, and just hand them to the buyer / client. After this period, any client that has not settled their invoice in full will be in breach of the contract whether written or verbal and proceedings will be started to collect the outstanding balance.

Once proceedings have commenced, Lockmaster1 Ltd will charge any fee/s for issuing proceedings, the current percentage interest rate and any other fees incurred back to the client. For tasks taken on by Lockmaster1 Ltd which are likely / will total more than £100.00 in value whether in equipment, labour or a combination of the two, Lockmaster1 Ltd reserves the right to request a deposit prior to commencement of the task and the amount will be determined by Lockmaster1 Ltd. Any deposit taken will be none refundable in the event that the task is cancelled by the client once equipment has been purchased for the said task.

Should the client feel; that the task has not been performed correctly, they are advised to contact Lockmaster1 Ltd in writing and should they feel that their grievance has not been dealt with sufficiently they are advised to seek alternative assistance.

After commencement of the task, should any problems be encountered that were not visible at the start occur and which are likely to alter the duration or the task the client will be informed straight away. Should this affect the cost in any form whether due to duration or equipment it will be explained and the client will have the final decision as to the route taken.

In the unlikely event that an alternative system fails to operate correctly and the task exceeds that stated / estimated, Lockmaster1 Ltd will charge the client at the rate of 50% the normal hourly rate to a maximum of an additional 4 hrs for the additional period due to misuse or damage by any party other than Lockmaster1 Ltd.

Any work carried out in this period or due to any mistakes made by Lockmaster1 Ltd will be born entirely by Lockmaster1 Ltd. In the event that a clients UPVC mechanism has to be changed in full, Lockmaster1 Ltd will endeavour to change like for like. However, this is normally not possible due to manufacturer changes in systems and systems becoming obsolete. In the event that a system is obsolete Lockmaster1 Ltd will endeavour to provide a system as close to the old system as possible with the technical assistance of the manufacturers and suppliers.

Lockmaster1 Ltd will explain the process and the risks and request that the client signs an indemnity prior to any work carried out. Lockmaster1 Ltd will undertake any replacement task providing that it is within their skills and training but cannot be held responsible should any system fitted other than an exact match fail to work 100% correctly.

Should an alternative system be fitted that subsequently fails to operate 100% correctly and or to the clients / Locksmiths wishes, Lockmaster1 Ltd will continue to endeavour to rectify the fault until rectified or until a mutual decision to finalise the task is taken.

Lockmaster1 Ltd will accept no claim or damage to any door or frame unless it is a direct result of negligence by the Locksmith. If when trying to fit / once fitted a none direct replacement lock to an old UPVC door and frame, the integrity of the door or / and frame is compromised, providing that the Locksmith explained the risks to the client, then this or any other repair / replacement cost will have to be borne by the client.

### **Making a Complaint**

In the event that you have a genuine complaint please contact Lockmaster1 Ltd initially by phone stating your name, task location and if known invoice number. We would also urge the client to put their concerns in writing. Request a copy of the job notes taken at the time and signed for by the client and should you still feel that you have a reason to continue with your complaint then submit your complaint in writing.

If the complaint is genuine, Lockmaster1 Ltd will endeavour to repair / rectify the fault straight away and within 72 hours for none security break faults with no cost to the client.

Should the fault be found to be due to faulty equipment, locks and a replacement is to be required and the fault is not due to supplier agrees to replace them at no cost. Should the client still feel that their grievance has not been dealt with in full they are requested to seek additional assistance.