

TV AERIAL SPECIALISTS LTD STANDARD TERMS OF TRADING

1. Where stated, the company is TVAS Ltd or its associated companies registered office TV Aerial Specialists, Prospect House, 10 Prospect Way, Bailiff Bridge, Brighthouse HD6 4FF and the customer shall mean any person, company or organisation that places an order with the company for goods and / or services.
2. By signing the invoice/estimate provided you agree to the advice provided by the company and suitability, location positioning of any equipment fitted and the terms of the company set out below. Furthermore you agree to pay in full upon completion of any works carried out as agreed with the company.
3. All goods and services provided by the company are subject to the conditions set out below and will be the basis of the contract between the company and the customer.
4. All goods provided by the company will remain the property of the company until payment has been received in full. The customer gives the company irrevocable access to the property at any time to remove any goods supplied by the company if payment has not been received in full as set out above.
5. The company will assess each job and provide a written estimate for the work considered to provide the best quality of reception signals. A further assessment may be obtained on completion of the works and further recommendations made in writing where appropriate.
6. Payment for works carried out by TVAS Ltd are due on completion of works, either by debit/credit card, cash or bank transfer, unless otherwise agreed.
7. Any time quoted for delivery and/or installation is estimated and not guaranteed. The company cannot be held responsible for the inconvenience due to cancellation/postponement of the appointment beyond the companies control.
8. The company will guarantee the following against faulty material and workmanship:
 - a. Satellite equipment supplied by the company and its installation, twelve months from the date of the invoice.
 - b. Digital TV / Radio equipment supplied by the company and its installation, twelve months from the date of the invoice.
9. Any aerial installed internally will adversely affect the signal and reception received. Although the company will endeavour to maximise the quality of reception received in these circumstances, it cannot guarantee the results from these installations.
10. The company cannot guarantee the quality of reception in your area and received by our equipment or installation. Reception is dependant on many factors out of the companies control. However, the company will ensure the reception received is as good as local factors allow at the time of installation.
11. Where the digital signal received is below the levels recommended by the CAI Code of Practice, but the customer is satisfied with the installation and reception received, the company cannot be held responsible for the maintenance of these signals under its normal guarantee terms.
12. The company will not provide a guarantee of warranty on any equipment provided by the customer and installed by the company. Any further visits from the company due to faulty equipment of the customers after installation may result in a chargeable call.
13. Price match guarantee, original written estimates must be presented to the company prior to any works being commenced or completed. We will not price match on estimates of quotations provided verbally, or after or have commenced or completed any work on your behalf.
14. This warranty / guarantee does not cover:
 - a. Reception quality and conditions charging which are outside the companies control which may be but not limited to, local buildings erected, trees, cranes, maintenance of local transmitters, power cuts, lighting strikes / gales winds etc.
 - b. Movement or damage caused by winds in excess of 38mph Gale Force 7.
 - c. Interference caused by local radio hams, citizen band radio radar, electrical appliances or any other transmitting frequencies.
 - d. Any repair, upgrades or alterations carried out by persons other than those employed or instructed by the company to do so.
 - e. Retuning of receiving equipment due to alteration of channel frequencies or other.
 - f. Work carried out for the customer against the companies best recommendation, for example installation of an aerial not suitable for the reception area.

The company will not be held liable for loss or damage caused by fire, theft, flood, riot, explosions, aircraft or items dropped there from, circumstances deemed as acts of God, lightning or damage beyond the supplies reasonable control acts from third parties, criminal or not. Installation faults will be rectified.

Failing to provide a copy of the invoice details will invalidate your warranty claim.

Property Damage / Complaints

- It is the customer's duty to ensure suitable permission from the owner/landlord/agent/organisation and/or planning permission if necessary is obtained prior to installation work being carried out by the company. The company will not be held responsible for any damage of property (such as fixings, holes etc) if this has not been obtained and in the event of equipment supplied or installed requiring removing or repositioning extra charges will be incurred.
- By instructing the company to proceed with any works as agreed, it is thought by the company that the customer has sought the necessary permission as set out above.
- In the unlikely event of property damage potentially caused by us, the customer must notify TVAS Ltd within 14 days of date of invoice.
- Reasonable opportunity must be provided by the customer to inspect the alleged property damage prior to the repairs being carried out.
- Due to the nature of the installation we may at times be required to repair brick or plaster. The customer will be required to make good any decoration in the event of this.
- In the unlikely event of a complaint made against the company, the customer must put their complaint in writing to the Head Office: Prospect House, 10 Prospect Way, Bailiff Bridge, Brighthouse HD6 4FF. The company will endeavour to resolve the matter within fourteen days of receipt of complaint.