



REHOBOTH PCP LTD

Combined Contract Statement and Additional Customer Protection Terms

Clauses 1.0 - 24.14

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Company Name	REHOBOTH PCP LTD
Company Registration Number	10066197
Registered / Trading Address	37 Teasel Avenue, Conniburrow, Milton Keynes, MK14 7DR
Telephone	07896846866 / 07743015560
Email	rehobothpcpltd@gmail.com
Document Version	August 2026 - Customer Contract Statement, Materials, Delay and Trade Privacy Clauses

Important: This document should be used together with the REHOBOTH PCP LTD Short Minor Works Contract Agreement Form, estimate/quotation, invoice, job sheet and full Terms and Conditions. Nothing in this document removes statutory consumer rights where the Customer is acting as a consumer.

1.0 Important Agreement Notice

This Contract Statement is made between REHOBOTH PCP LTD ("the Company", "we", "us", "our") and the person, landlord, tenant, managing agent, company, occupier or authorised representative requesting the work ("the Customer", "you", "your").

By signing a form, accepting an estimate, quotation, invoice, text message, WhatsApp message, email, booking confirmation or job sheet, paying a deposit, giving verbal approval, or allowing our engineer, operative, subcontractor or representative to start work, the Customer agrees to this Contract Statement and to the Company's full Terms and Conditions of Service.

The Company's full Terms and Conditions are incorporated into this agreement and apply to all works, including scope of works, payment, late payment, non-payment, misuse, access, hidden defects, guarantees, cancellation, complaints and governing law.

Nothing in this agreement removes the Customer's statutory rights where the Customer is acting as a consumer.

2.0 Contract / Job Details

The job reference, date of agreement, date of work or appointment, emergency status and type of work will be recorded on the estimate, quotation, invoice, job sheet, booking confirmation, text message, WhatsApp message, email or contract form used for the job.

This agreement may apply to heating, plumbing, gas work, boiler service, boiler repair, hot water systems, drainage/blockage work, inspection/diagnosis, property maintenance, general repair, call-outs, urgent work and other agreed small or minor works.

3.0 Company Details

The Company is REHOBOTH PCP LTD, Company Registration Number 10066197, trading from 37 Teasel Avenue, Conniburrow, Milton Keynes, MK14 7DR. Contact: 07896846866 / 07743015560; email: rehobothpcpltd@gmail.com.

Where applicable, the engineer or representative name, Gas Safe registration number, VAT number and any job-specific compliance details may be recorded separately on the relevant job sheet, certificate, quotation or invoice.

4.0 Customer / Agent Details and Authority

The Customer may be a private customer, landlord, tenant, managing agent, business customer, company, organisation, occupier or authorised representative.

The person signing, approving, booking, messaging, paying a deposit, allowing access or allowing work to start confirms that they have authority to instruct REHOBOTH PCP LTD to carry out the work and to accept responsibility for payment, unless otherwise agreed by the Company in writing before work starts.

5.0 Property / Site Address

The property or site address, postcode, access instructions, parking information and permit details should be provided by the Customer before the work starts.

If access, parking, permits or site information are incomplete, delayed, incorrect or unavailable, the Customer remains responsible for call-out charges, waiting time, labour, materials, reattendance and reasonable losses incurred by the Company.

6.0 Description of Work / Scope of Work

The Company will carry out only the work described in the estimate, quotation, invoice, job sheet, booking message, written instruction, contract form or agreed verbal instruction confirmed by conduct, deposit or access to the property.

Any work not listed or agreed is excluded unless accepted separately by the Company in writing or by clear additional agreement.

Minor jobs, repair work, fault-finding, plumbing, heating, drainage and maintenance work may reveal hidden defects or additional work once the job has started. Additional labour, materials, specialist parts, reattendance, access work, making good or further investigation will be charged separately unless clearly included in writing.

7.0 Price / Charges

Prices may be fixed price, estimate only, hourly rate, call-out charge, inspection/diagnosis charge, emergency rate, materials charged separately, or another agreed basis stated by the Company.

The Customer understands that an estimate is a guide price only unless clearly stated as a fixed quotation. Final charges may increase if further work, hidden defects, extra labour, materials, supplier costs, access difficulties, safety work or customer changes are required.

Parking, congestion charges, disposal, supplier charges, travel, collection, waiting time, reattendance and other reasonable job-related costs may be added where applicable.

8.0 Deposit / Advance Payment

Deposits may be required to secure appointment time, labour allocation, administration, materials, equipment, parts or supplier commitments.

Special-order parts, customer-selected goods or materials ordered for the job may not be refundable where the Company has incurred cost or loss.

Payment of a deposit after receiving an estimate or quotation may be treated as clear acceptance of the scope, price basis, appointment and full Terms and Conditions unless the Company agrees otherwise in writing.

9.0 Customer-Supplied Materials

Where the Customer supplies materials, parts, fittings, appliances or products, the Customer is responsible for ensuring that they are correct, complete, suitable, safe, compatible and compliant.

The Company gives no warranty for Customer-supplied materials and is not liable for delay, failure, defect, leak, damage, incompatibility, missing parts or additional labour caused by Customer-supplied materials.

10.0 Access, Safety and Permission

The Customer agrees to provide safe and clear access to the property and working area.

The Customer confirms that the Company has permission to enter and carry out the work; any landlord, tenant, occupier, agent, freeholder, neighbour or third-party permission has been obtained where required; the working area will be clear and safe; furniture, valuables, flooring, carpets and personal items will be moved or protected by the Customer; electricity, water, lighting and toilet facilities will be available where reasonably required; and pets, children and vulnerable persons will be kept safely away from the working area.

If access is refused, delayed, unsafe, blocked or not ready, the Customer remains responsible for call-out charges, waiting time, labour, materials, reattendance and any reasonable losses incurred by the Company.

11.0 Payment Agreement

Unless otherwise agreed in writing, payment is due immediately upon completion of the work or delivery of the invoice, whichever occurs first.

The Customer agrees that payment must not be delayed because of minor snagging, tenant delay, landlord delay, agent delay, insurance delay, third-party delay, mortgage delay, property sale delay, or because another person has not paid the Customer.

Where genuine minor snagging remains, the Customer must pay 95% of the invoice immediately and may withhold only the reasonable value of the genuine minor snagging, up to a maximum of 5%, until the Company has been given reasonable access to inspect and complete the snagging.

Any disputed item must be raised promptly in writing with clear reasons and evidence. Undisputed sums remain payable immediately.

12.0 Late Payment and Non-Payment

If payment is not made on time, the Company may suspend further work, cancel future appointments, withhold non-statutory documents or guarantees where lawful, charge interest where permitted, recover reasonable debt recovery costs, and take legal action to recover the outstanding amount.

For business-to-business debts, statutory interest and recovery compensation may apply where permitted by law.

The Customer remains responsible for payment where the work was requested, authorised, accepted, used, benefited from or carried out at the property with the Customer's knowledge or consent.

13.0 Misuse, False Complaints and Third-Party Interference

The Customer must not misuse the work, prevent inspection, make a false or dishonest complaint, deny authorised instruction, interfere with the Company's work, or instruct a third party to alter, repair, tamper with, remove or modify the Company's work without first giving the Company a reasonable opportunity to inspect and resolve any issue.

Any guarantee may become void if the work is altered, repaired, tampered with, removed, modified, misused or interfered with by anyone other than REHOBOTH PCP LTD without the Company's written consent.

14.0 Cancellation

Where the Customer is a consumer and the contract is made away from the Company's premises or by distance communication, a legal cancellation right may apply.

If the Customer asks the Company to start work during any cancellation period, the Customer agrees to pay for all labour, call-out charges, materials ordered, services supplied, supplier charges, administration and reasonable costs incurred up to the point of cancellation, where permitted by law.

Urgent repairs, emergency works, fully completed services and special-order materials may be treated differently where permitted by law. Business customers do not have automatic consumer cancellation rights.

15.0 Hidden Defects, Damage and Making Good

The Customer accepts that existing systems, pipework, fittings, drains, appliances, walls, floors, ceilings, tiles, structures and previous workmanship may already be old, weak, defective, corroded, blocked, unsafe or non-compliant.

The Company is not responsible for pre-existing defects or damage caused by the condition of existing systems or structures.

Access, investigation or repair work may require reasonable disturbance to panels, boxing, cupboards, flooring, tiles, plaster, ceilings, walls, fittings or furniture. Making good, plastering, tiling, decorating, flooring, carpentry, painting, boxing-in or reinstatement is not included unless clearly stated in writing.

16.0 Guarantee / Workmanship Warranty

Subject to full payment, the Company provides a labour workmanship warranty for work directly carried out by REHOBOTH PCP LTD, unless otherwise stated in writing.

The warranty does not cover customer misuse, negligence, lack of maintenance, customer-supplied materials, manufacturer defects, third-party interference, pre-existing defects, sludge, scale, corrosion, poor water quality, blocked systems, drainage blockages, silicone/sealant/grout issues, decorative finishes, weather damage, frost, flood, fire, accident, tampering, or work carried out against Company advice.

Parts, appliances and materials are covered only by the relevant manufacturer or supplier warranty.

17.0 Complaints and Defects

Any complaint or alleged defect must be reported to the Company in writing as soon as reasonably possible.

The Customer must give REHOBOTH PCP LTD a fair and reasonable opportunity to inspect and, where appropriate, rectify the issue before instructing another contractor, except in a genuine emergency.

If the Customer instructs another contractor without first giving the Company a reasonable opportunity to inspect and rectify, the Company may not be liable for that contractor's costs or any resulting damage.

18.0 Photographs, Records and Evidence

The Company may take photographs, videos, measurements and notes before, during and after the work for quotation, records, safety, quality control, evidence, insurance, warranty, dispute handling and debt recovery purposes.

Private identifiable images will not be used for marketing without consent.

19.0 Governing Law

This agreement and any contract between the Customer and REHOBOTH PCP LTD are governed by the laws of England and Wales.

The courts of England and Wales will have jurisdiction, unless consumer law gives the Customer the right to bring proceedings elsewhere.

20.0 Customer Final Acknowledgement

By approving or signing the work, the Customer confirms that they have authority to instruct the work; they agree to the Short Minor Works Contract Agreement; the full REHOBOTH PCP LTD Terms and Conditions apply; they understand the scope of work and charges; hidden defects or additional work may increase the final cost; they agree to provide safe access and required permissions; they agree to pay the invoice on time; non-payment, misuse, third-party interference or refusal of access may affect any guarantee; and they authorise REHOBOTH PCP LTD to start the work.

21.0 Immediate Start Consent

Where applicable, the Customer requests REHOBOTH PCP LTD to start work immediately or before the end of any cancellation period that may apply.

The Customer understands that if they later cancel, they must pay for all labour, call-out charges, materials ordered, services supplied, supplier charges, administration and reasonable costs incurred up to the point of cancellation, where permitted by law.

22.0 Signatures and Written Approval

Customer/client signature, agent/representative signature and REHOBOTH PCP LTD representative signature may be used where practical.

However, signature is not the only form of approval. Verbal acceptance, text message, WhatsApp message, email, deposit payment, access to the property, start of work, job sheet confirmation or acceptance of an estimate/quotation may also evidence agreement where the Customer has clearly approved the work.

23.0 Attached / Linked Documents

The following documents, records, communications and approvals form part of this agreement where applicable:

- Full REHOBOTH PCP LTD Terms and Conditions
- Estimate / Quotation
- Invoice
- Job Sheet
- Photos / Site Evidence
- Material List
- Gas Safety / Commissioning Documents, if applicable
- Variation / Additional Works Agreement
- Immediate Start Consent
- Text Message / WhatsApp / Email Approval
- Verbal Approval Confirmed by Deposit or Start of Work
- Customer-Supplied Material Agreement
- Customer Design / Specification / Product Choice
- Additional Material Collection or Purchase Request
- Customer Delay / Access / Reattendance Record

Site Photographs / Completion Evidence

Complaint / Defect Notice, if applicable

Payment Reminder / Debt Recovery Record, if applicable

24.0 Additional Customer Responsibilities, Verbal Approval, Materials, Delays and Trade Privacy

This section forms part of the agreement where applicable and is designed to clarify customer responsibilities, prevent misunderstanding, protect company time, protect trade privacy and reduce disputes.

24.1 Verbal, Message or Deposit-Based Approval

Where the Customer gives approval verbally, by telephone, text message, WhatsApp message, email, written message, acceptance of an estimate or quotation, payment of a deposit, or by allowing REHOBOTH PCP LTD to begin work, this will be treated as the Customer's full authority for the Company to proceed with the agreed work.

A physical signature is not always required where the Customer has clearly accepted the estimate, quotation, price, scope of work, appointment, deposit request, or start of work by verbal instruction, message, payment, conduct, or access to the property.

Where the Customer pays a deposit after receiving an estimate or quotation, the Customer confirms that they accept the agreed scope of work, the estimated or quoted amount, and the Company's full Terms and Conditions, unless the Company has agreed otherwise in writing.

Nothing in this clause removes any statutory consumer cancellation rights where such rights apply. Where the Customer requests work to start immediately or before any applicable cancellation period ends, the Customer agrees to pay for labour, call-out charges, materials ordered, supplier charges, administration and reasonable costs incurred up to the point of cancellation, where permitted by law.

24.2 Customer Responsibility for Supplying Materials

Where the Customer agrees to supply materials, fittings, appliances, fixtures, parts, tiles, flooring, sanitaryware, boiler parts, plumbing parts, heating parts or any other goods required for the work, the Customer is responsible for supplying all required items correctly, fully, safely, suitably and on time.

The Customer must ensure that all Customer-supplied materials are correct for the agreed work, complete and not missing parts, undamaged and safe to use, suitable for the property and installation, compliant with applicable standards and manufacturer instructions, and available on site when reasonably required by the Company.

If Customer-supplied materials are delayed, incomplete, incorrect, unsuitable, damaged, unsafe, poor quality, wrongly designed, wrongly measured, incompatible, missing parts, or not available when required, the Company may charge for waiting time, wasted labour, return visits, reattendance, rearranged appointments, additional labour, additional materials, inspection time and any reasonable delay-related losses.

24.3 Customer Delay and Change of Responsibility for Materials

If the Customer originally agrees to supply materials but later asks REHOBOTH PCP LTD to collect, purchase, source, replace, exchange or arrange those materials, this will be treated as additional chargeable work.

Travel time, supplier visit time, product search time, collection time, loading time, waiting time, parking, delivery, administration and any additional labour connected with collecting or purchasing materials may be added to the final invoice at the Company's applicable rate.

The Customer understands that when the Customer fails to supply agreed materials on time, this may delay the work, affect the completion date, increase labour time, disrupt the Company's schedule and cause additional costs. These additional reasonable costs will be payable by the Customer.

24.4 Unplanned Material Collection and Purchase Charges

Every unplanned journey, supplier visit, material collection, purchase, return, exchange, or replacement caused by Customer delay, missing materials, wrong materials, unsuitable materials, changed instructions or incomplete supply may be charged separately.

The Company may charge for travel time, labour time, mileage or transport costs, parking or congestion charges, waiting time at suppliers, material handling and loading, return or exchange visits, supplier restocking or delivery

charges, administration time and reattendance to the property.

These charges may be added automatically to the final invoice where they are reasonably incurred because of Customer delay, Customer-supplied material problems, or Customer changes to the agreed arrangement.

24.5 Trade Accounts, Supplier Discounts and Trade Privacy

Where REHOBOTH PCP LTD supplies materials, parts, appliances, fittings or goods, the Company may provide the Customer with the Company's own invoice or itemised description of materials supplied where appropriate.

However, the Company is not required to disclose private trade account documents, supplier account details, trade account numbers, trade discount arrangements, supplier discount vouchers, scan cards, reward cards, registration numbers, PIN numbers, login details, trade pricing structures, supplier contracts or any confidential trade information.

Any trade discount, supplier voucher, credit note, loyalty benefit, trade account benefit or negotiated supplier pricing belongs to the Company unless otherwise agreed in writing.

The Customer agrees that REHOBOTH PCP LTD's supplier relationships, trade accounts and trade discounts are private business information and do not need to be shared with the Customer. The Customer remains responsible for paying the agreed estimate, quotation, invoice, labour charge, materials charge and any additional agreed or reasonably incurred charges.

24.6 Customer Design, Customer Specification and Customer-Supplied Products

Where the Customer provides the design, product choice, layout, measurements, materials, fittings, finish, colour, model, brand or specification, the Company will carry out the work based on the Customer-approved design or instruction.

The Customer is responsible for checking that the design, materials, measurements, products and specifications are correct before the work starts.

If the Customer later expects a different result from the approved design, or if the Customer-supplied design, product, measurement or material is wrong, unsuitable, defective, incomplete, poor quality or incompatible, the Company may charge for additional labour, correction work, redesign work, waiting time, wasted time, return visits, reattendance and any additional materials required.

The Company is not responsible for poor results caused by incorrect Customer design, poor product selection, unsuitable materials, wrong measurements, poor-quality discount products, missing parts, unstable packaging, damaged goods or Customer changes after work has started.

24.7 Customer Changes, Pressure During Work and Unlisted Work

The Customer must not pressure the Company to carry out extra work, altered work, urgent additions, design changes, product changes or internal changes during the job unless those changes are agreed by the Company.

Any work not listed in the agreed estimate, quotation, job sheet, contract or written instruction is excluded unless the Company agrees to carry it out.

Where the Customer requests additional work during the job, the Company may refuse the additional work, provide a new estimate or quotation, charge additional labour and materials, extend the completion date, suspend work until the variation is agreed, or add reasonable costs to the final invoice.

The Customer accepts that mid-job changes, unclear instructions, repeated changes of mind, delayed decisions, additional requests or pressure to complete unlisted work may delay completion and increase the final cost.

24.8 DIY Work, Third-Party Work and Shared Work Areas

The Customer must not mix DIY work, family/friend work, tenant work, other contractor work or third-party work into the Company's agreed work without the Company's written agreement.

REHOBOTH PCP LTD is not responsible for DIY work, third-party work, customer interference, unfinished work by others, poor workmanship by others, unsafe work by others, or any damage, delay, fault or defect caused by anyone other than the Company.

The Customer must not reduce the agreed price because they, a family member, tenant, friend or another contractor decided to help, interfere, prepare, remove, fit, alter or complete part of the work unless the Company has agreed a revised price in writing before that work takes place.

If Customer DIY work or third-party involvement causes delay, additional work, safety concerns, access issues, rework or wasted time, the Company may charge reasonable additional costs.

24.9 Use of Company Tools, Machinery and Equipment

The Customer, tenant, occupier, agent, family member, friend or third party must not use, borrow, handle, operate, move, remove, damage, interfere with or store the Company's tools, machinery, equipment, ladders, devices, materials or safety equipment without the Company's written permission.

If the Customer or any person connected with the Customer uses Company tools, machinery or equipment without permission, the Customer will be responsible for any loss, damage, injury, delay, replacement cost, repair cost, hire cost, rental cost or additional labour caused by that use.

If the Company agrees in writing to allow use of any Company tool, device, machine or equipment, a daily hire or usage charge may apply. The Customer remains responsible for safe use, loss, damage, breakage or misuse.

24.10 Customer Conduct, Site Safety and Communication

The Customer must communicate with the Company in a reasonable, respectful and clear manner.

If the Customer is unhappy with any issue, the Customer must explain the matter politely and in writing where possible, giving clear details and allowing the Company a fair opportunity to inspect and respond.

The Customer must not behave abusively, aggressively, dishonestly, threateningly or obstructively toward the Company, its engineers, representatives or subcontractors.

If the working environment becomes unsafe, abusive, threatening, unreasonable or obstructive, the Company may leave the property, suspend the work, cancel further attendance and charge for work completed, call-out charges, waiting time, materials, losses and reasonable costs already incurred.

24.11 Completion, Missing Items and Customer Notification Period

At completion, the Customer must inspect the work as soon as reasonably possible and inform the Company promptly in writing of any missing item, incomplete request, visible issue, alleged defect or concern.

For visible issues, missing items or completion concerns, the Customer should notify the Company in writing within 7 days of completion, giving clear details, photographs where appropriate and a reasonable explanation.

Failure to notify visible issues promptly may affect the Customer's ability to rely on those issues as a reason to delay or withhold payment.

This clause does not remove the Customer's statutory rights or any valid workmanship warranty. Any genuine defect that could not reasonably have been discovered within 7 days should still be reported as soon as reasonably possible and handled under the Company's complaints, defects and warranty procedure.

24.12 Responsibility of the Person Giving Instruction

The person who instructs, approves, books, authorises, accepts, benefits from, or allows the work to proceed remains responsible for the contract and payment unless REHOBOTH PCP LTD agrees in writing to transfer responsibility to another person.

The Customer must not transfer payment responsibility, complaints responsibility or contractual responsibility to another person, tenant, landlord, agent, occupier, family member, friend, insurer, buyer, seller or third party after the work has started unless the Company agrees in writing.

Where more than one person is involved in instructing, approving, occupying, managing or benefiting from the work, the Company may treat the original instructing person and any authorised approver as responsible for payment and communication.

24.13 Poor-Quality, Discounted, Damaged or Unstable Materials

Where the Customer supplies discounted, second-hand, clearance, damaged, poor-quality, opened-box, incomplete, unstable, incorrectly packed, non-branded, non-approved, incompatible or unsuitable materials, the Customer accepts the risk of delay, defect, poor finish, product failure, installation difficulty or reduced durability.

The Company is not required to provide a full workmanship guarantee where the failure, defect, delay or poor result is caused by poor-quality materials, wrong materials, customer-supplied products, damaged packaging, missing parts, unsuitable design, manufacturer defect or product instability.

The Company's responsibility is limited to reasonable care and skill in carrying out the agreed work. Parts, appliances, materials and products remain subject to the manufacturer's or supplier's warranty where applicable.

24.14 Final Additional Protection Statement

The Customer agrees that REHOBOTH PCP LTD must be paid for all work requested, authorised, accepted, used, benefited from or carried out at the property with the Customer's knowledge or consent.

The Customer must not avoid payment, delay payment, deny instruction, raise false complaints, create unreasonable delay, interfere with the work, misuse the work, withhold access, transfer responsibility to another person, or change material responsibility after work has started without accepting the reasonable additional cost caused to the Company.

All reasonable additional labour, travel, waiting time, materials, reattendance, correction work, supplier charges, delay costs and recovery costs caused by the Customer's instruction, delay, change, omission, wrong materials, DIY involvement, third-party interference or non-payment may be added to the final invoice.

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