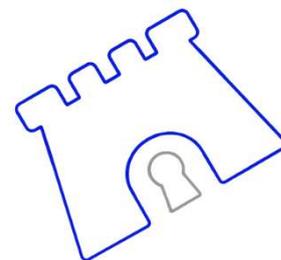


Top Lock Yorkshire Ltd – Terms & Conditions



1. Introduction

1.1 These Terms & Conditions (“Terms”) apply to all locksmith, security, window installation, and door installation services provided by Top Lock Yorkshire Ltd (“we”, “us”, “our”) to any customer (“you”, “your”).

1.2 By booking our services, you agree to be bound by these Terms.

1.3 We may update these Terms at any time. The version in force at the time of your booking will apply.

2. Services Provided

2.1 We provide professional services including, but not limited to:

- Emergency lockouts
- Lock repair, replacement, and installation
- uPVC door and window mechanism repairs
- Security upgrades and hardware installation
- Non-destructive entry where reasonably possible
- Window installations and replacements
- Door installations and replacements (including uPVC, composite, and security doors)

2.2 All work is carried out by trained, insured, and DBS-checked technicians operating to industry best practice.

3. Pricing & Payment

3.1 Prices are provided verbally or in writing before work begins.

3.2 Call-out fees, labour rates, installation costs, and parts/materials will be clearly explained.

3.3 All prices are subject to VAT where applicable.

3.4 Payment is due immediately upon completion of work unless otherwise agreed in writing.

3.5 Accepted payment methods include cash, card, and approved digital payment systems.

3.6 Failure to pay may result in additional charges, including reasonable debt recovery costs.

4. Cancellations & Call-Out Fees

4.1 If you cancel after a technician has been dispatched, a call-out fee will apply.

4.2 If we attend and cannot proceed due to incorrect information, lack of access, or lack of authority, the call-out fee still applies.

4.3 For window and door installations, cancellations within 48 hours of the scheduled installation may incur charges for materials already ordered or prepared.

4.4 If we cannot complete the work due to safety concerns or legal restrictions, you will be charged for time spent and any parts already installed or supplied.

5. Authority to Proceed

5.1 You confirm that you are the legal owner, tenant, or authorised person for the property where work is carried out.

5.2 We may request proof of ID or authority before commencing work.

5.3 We reserve the right to refuse service if adequate proof is not provided.

6. Parts, Materials & Warranty

6.1 All parts and installation materials supplied by us are new and sourced from reputable suppliers.

6.2 Window and door installations generally carry a manufacturer's 10 Year warranty against manufacturing defects and Installation workmanship is guaranteed for 5 Years. Please refer to Your **Sales Terms & Conditions Top Lock Yorkshire Ltd – Supply & Fitting of Windows & Doors.**

6.3 All other locksmith workmanship is guaranteed for 12 months.

6.4 Warranty does not cover:

- Misuse, neglect, or accidental damage
- Wear and tear
- Issues caused by poor property maintenance
- Damage caused by structural movement or subsidence
- Work carried out or altered by third parties after our visit

7. Liability

7.1 We are not liable for:

- Pre-existing faults or damage
- Damage caused by forced entry where necessary
- Losses arising from delays outside our control (traffic, weather, emergencies)
- Indirect or consequential losses
- Issues arising from pre-existing structural defects affecting window or door installation

7.2 Nothing in these Terms limits our liability for death or personal injury caused by negligence.

8. Emergency Work

8.1 In emergency situations, destructive entry may be required.

8.2 We will always attempt non-destructive methods first where reasonably possible.

8.3 You accept that emergency work may involve additional risks and costs.

9. Customer Responsibilities

You agree to:

- Provide accurate information when booking
- Ensure safe working conditions
- Keep children, pets, and hazards away from the work area
- Ensure access to the installation area is clear and unobstructed
- Inspect completed work before the technician leaves

10. Complaints

10.1 We aim to resolve all issues quickly and professionally.

10.2 Complaints must be submitted in writing within 14 days of the service.

10.3 We will investigate and respond within a reasonable timeframe.

11. Data Protection

11.1 We only collect information necessary to provide our services.

11.2 Your data is handled in accordance with UK GDPR and the Data Protection Act 2018.

11.3 We do not sell or share your data with third parties except where required for legal, operational, or safety purposes.

12. Governing Law

12.1 These Terms are governed by the laws of England and Wales.

12.2 Any disputes will be handled by the courts of England and Wales.