

Terms and Conditions

1. Acceptance of Quote

Quotes provided by Hydro Cutting Services are valid for 30 days from the date of issuance.

Acceptance of the quote must be communicated in writing or via email.

By accepting the quote, the customer agrees to these terms and conditions.

2. Payment Terms

Payment is due within 30 days of the invoice date unless otherwise agreed upon in writing.

Late payments will incur interest at a rate of 2% per month.

3. Cancellation Policy

Cancellations made within 24 hours of the scheduled job start time will incur a full charge of the quoted amount.

Cancellations made between 24 and 48 hours before the scheduled job start time will incur a 50% charge of the quoted amount.

4. Changes to Scheduled Services

Any changes to the scheduled services must be communicated at least 48 hours in advance.

We will accommodate changes where possible, but additional charges may apply depending on the nature of the changes.

5. Liability and Insurance

Hydro Cutting Services carries full liability insurance up to £5 million.

We are not responsible for damage caused by unforeseen site conditions, pre-existing structural issues, or acts of nature.

Our liability is limited to the value of the services provided.

6. Health and Safety

All services will be conducted in compliance with relevant health and safety regulations.

Customers are responsible for ensuring safe and unobstructed access to the worksite.

Hydro Cutting Services reserves the right to postpone work if conditions are deemed unsafe.

7. Subcontracting

Hydro Cutting Services may engage subcontractors to complete specific parts of the work.

All subcontractors will be vetted to ensure they meet our standards of quality and safety.

8. Force Majeure

Hydro Cutting Services is not liable for any delay or failure to perform services due to circumstances beyond our control, including but not limited to extreme weather conditions, natural disasters, or other acts of God.

In such events, we will endeavour to reschedule services at the earliest possible time.

9. Dispute Resolution

Any disputes arising from our services will be handled through mediation or arbitration before pursuing legal action.

If mediation fails, disputes will be subject to the jurisdiction of the courts in the United Kingdom (UK).

10. Governing Law

These terms and conditions are governed by the laws of the United Kingdom (UK).

11. Confidentiality

Any information provided by the customer for the purpose of the job will be treated as confidential.

Hydro Cutting Services will not disclose any customer information to third parties without prior consent, except as required by law.

12. Customer Obligations

The customer must provide all necessary access and permissions for Hydro Cutting Services to perform the job.

The customer is responsible for securing any necessary permits or approvals before the commencement of work.

The customer must inform Hydro Cutting Services of any known hazards or special requirements at the job site.

13. Environmental Compliance

Hydro Cutting Services is committed to conducting its operations in an environmentally responsible manner.

The customer agrees to comply with all relevant environmental laws and regulations.

14. Termination of Contract

Hydro Cutting Services reserves the right to terminate the contract if the customer breaches any of these terms and conditions.

The customer will be responsible for any costs incurred up to the date of termination.

15. Contact Information

For any questions or concerns regarding these terms and conditions, please contact:

Kelly Jackson-Graham

Hydro Cutting Services

office@hydrocutting.co.uk

These terms and conditions have been tailored to align with the operational context and scale of Hydro Cutting Services, reflecting the practices and requirements typical of smaller subcontractors in the drainage industry. Adjustments were made to ensure clarity, relevance, and enforceability.