

“Challenge My Quote” – Terms & Conditions

These terms and conditions apply to a “Challenge My Quote” boiler quotation provided by 50five. We endeavor to beat or match a quotation from a competitor and offer like-for-like matches on boilers and any additional products.

Please read this document carefully as it will tell you everything you need to know about how we provide this quotation, how we will proceed further, and how we will carry out the installation work in your home.

50five will only challenge quotations from competing companies that operate within our service area. Previous quotes from 50five are not eligible for a challenged quote.

Please contact us by phone at 0330 777 2755 or via our website with any questions prior to accepting the quotation.

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1. 50five will provide a quotation for the purchase and installation of a new boiler that either matches or beats a quotation provided by a competing supplier. This cost reflects a like-for-like comparison of the boiler and any additional products or services quoted.
2. Any additional products or services quoted by the alternative supplier will be assessed and matched on the quotation from 50five. These products need not be identical but will be a like-for-like match.
3. Any promotional items included in our quotation are available only while supplies last. If stock clears, the customer will be notified and provided with a comparable alternative with a similar value.
4. Promotional items cannot be returned, exchanged, or traded for the cash equivalent.
5. Any warranties specified on the original quote may differ from the warranties provided by 50five. This is because 50five may offer different products or have different agreements in place with manufacturers.
6. The standard terms and conditions apply to products purchased in addition to our quotation. These terms and conditions can be found on our website at smartadvice.50five.nl/hc/en-us.

Installation – Terms

1. 50five will carry out the work indicated for the price that is stated on the quotation. All prices include VAT at the current rate.
2. The quote provided by 50five is valid for 28 days from the date issued. Work must begin within 90 days of acceptance. After this time the quote will no longer be valid, and the original third-party quotation would have to be resubmitted for a new challenged quote.
3. The quoted price does not include the cost of removing any dangerous waste materials, such as asbestos, that could not reasonably be identified when calculating the quotation. The materials must be safely removed by a specialist contractor or 50five at an additional cost. If asbestos is removed by a third-party, the customer will be required to provide a ‘site clearance for reoccupation’ certificate obtained via the asbestos removal company before work will be continued.
4. The quoted price includes removal of all non-dangerous materials, including the old boiler and central heating parts that have been replaced.
5. Any timeframes provided by 50five are estimates and not guarantees. When there are likely to be delays, 50five will contact the customer as soon as possible to arrange new timeframes. The time it takes to complete the work does not affect the quoted price.

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6. The customer may be required to lift carpets or take up certain floor coverings (including, but not limited to, tongue-and-groove floor coverings, parquet hardwood, rubber, and tile) so that work can be completed. The customer will be given as much notice as possible if this is required. The work can be carried out by a specialist contractor or 50five at an additional cost. If the work is carried out by 50five, 50five will only be responsible for any unnecessary damage caused directly by negligence. The customer will be responsible for replacing the flooring after the work is completed.
7. 50five will take necessary precautions to carry out any work without causing damage to the property of the customer. Any unnecessary damage caused by negligence will be corrected by 50five.
8. Cosmetic damage may occur if access must be created inside or outside due to insufficient existing pipework or wiring, such as wall coverings or paint. The customer is responsible for any reparation or restoration required once the work is completed. This is not included in the price of the quote.
9. If the customer is not the property owner, the customer must provide evidence that the property owner's permission has been obtained before work can be commenced. If work is carried out by 50five and the customer has not obtained permission, or has provided false or inaccurate information, the customer will be responsible for any losses suffered by 50five due to unauthorized work.
10. If the property is a listed building, the customer is responsible for obtaining any required permissions before commencing work. The customer will be required to provide evidence of this permission. If the customer does not receive the required permissions, they may be prosecuted in the criminal courts. If work is carried out by 50five and the customer has not obtained permission, or has provided false or inaccurate information, the customer will be responsible for any losses suffered by 50five due to unauthorized work, including any court fees and penalties.
11. The property is required to have adequate gas and electricity supply before 50five can begin the work. 50five can assist the customer with arranging this through a gas or electricity distribution company if required.
12. When new equipment is connected to an existing system, 50five is not responsible for the cost of repairing or replacing parts that later develop faults, unless they could have reasonably determined that such parts would cause damage to the existing system.
13. 50five will test the water supply pressure before work is started. As water supply rates change, 50five is not responsible for the failure of a central-heating system due to inadequate or volatile water pressure unless 50five was negligent in testing the water supply pressure.
14. 50five is not responsible for uncompleted service due to circumstances beyond their control, including, but not limited to, weather conditions, industrial disputes, or strikes.
15. 50five may carry out the work via an approved installer. All installers contracted by 50five are fully qualified, Gas Safe Registered, and carry identity cards.