

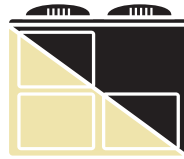
Blake & Bull Terms Of Booking

Thank you for taking the time to read our booking terms, please grab a brew and take your time. We are a small family firm carrying out good work every day.



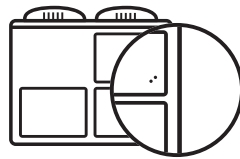
We are here to support you every step of the way. There are some tasks that you will need to carry out, & there are some things that are outside the scope of our work. Please sign your agreement when understood. If you have any questions at all, please do not hesitate to talk to us.

At Blake & Bull we pride ourselves on planning well and preparing in advance. But the processes that we use for re-enamelling are not infallible. Re-enamelling an Aga range cooker is a craft. The casts that we work with are from 1941 onwards.



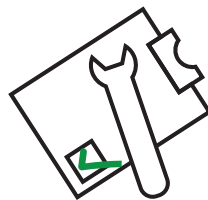
Enamel delays - Sometimes the kilns are delayed because something needs re-firing, the colour match is not quite 'so', or the castings warp/yield in the heat. We send our cast pieces to the kilns ahead of time. But on rare occasions we may need to postpone work.

Enamel quality control - Enamel has characterful undulations, pinheads and dimples. It's a manual, highly skilled, process and these are normal and only regarded as a quality control failure if clearly visible from more than 1 metre.

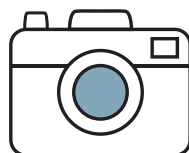


Re-enamelling or refurbishing your Aga is a cosmetic process. Your Aga will need to be OFF and cold when we arrive. The works are unobtrusive. Any risks, close granite or tiles as an example, will be discussed with you prior to booking.

Re-enamelling is not a safety check or service. We recommend that you proceed with your usual service and defer to the engineer's expertise to advise you on matters of safety and legislative compliance {OFTEC HETAS & GASAFE}. We do not remove, adjust, or impact on any working or flue parts.



We are careful to document the works on the day with before and after photos. Sometimes we may spot something that we consider to be worth bringing to your attention on site. We may encourage you to book in your service engineer before relighting your Aga in these instances.



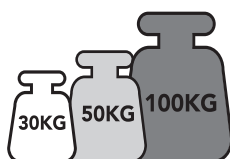
Every Aga is unique. Beautiful sections of cast iron, cleverly bolted together in sections, sealed by rope and gaskets. Over time these pieces can relax, and yield to the pressures of time! We defer to the expertise of your regular and trusted service engineer to keep you safe and manage the internal build. If we identify anything of concern as we open your beloved cooker up, we will let you know on site. Your Aga is unlikely to be totally plumb! When we replace the enamel and sides on your Aga we will work hard to level up, and fit within the parameters of your units and space. We cannot impact the internal build of the Aga.



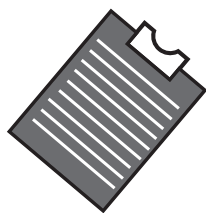
Please turn your cooker off 48-24 hours before, if we attend and it is too hot to work on we will have to come back at a time that suits our diary. You will incur an additional revisit charge to cover costs capped at £575 + travel payable on the day.



We will ask you about access to your property, steps and such like. Please take a look at your property with fresh eyes, and imagine you are carrying plus 30 kg! What might you find hard? Where can you park? How many steps are there? How close can we get to the home / kitchen? If we arrive and we cannot safely carry out the work, we will have to return at a mutually agreed time. You will incur an additional revisit charge to cover costs capped at £575 + travel payable on the day.



We pride ourselves on setting you up for success with your conversion. We give you a guide with the best practice information and instructions. If you damage your working parts whilst not following the guide it will not be covered by your warranty. But we will still come out! We also pride ourselves on looking after each and every customer. You will be charged for the visit, at cost, and you will know how much before we come.



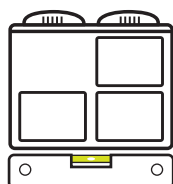
Occasional steam escape is normal on an electric Aga range cooker. It varies from cooker to cooker. Some folk see none, some a little more. It is nowhere near as much as every conventional cooker out there, but to be expected.



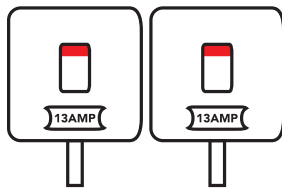
Disconnection of your GAS or OIL feed is critical for installation. This will need to be done before our visit. If you cooker runs a water boiler, you will also need to disconnect the two water pipes that are connected to it. We will support you with advice and guidance as required of course! If we attend and your Aga range cooker is still connected we will have to come back at a time that suits our diary. You will incur an additional revisit charge to cover costs capped at £575 + travel payable on the day. Unless you can get hold of a registered engineer to attend whilst we are on site and this is agreeable with your Blake & Bull technician. We will work with you as much as we can!



If you have chosen to build your own plinth for installation {the base that you will place your Aga range cooker on} we will need you to follow the guidelines. We recommend an adjustable metal plinth, which come in standard sizes or can be made in bespoke heights. An Aga range cooker needs to be built on level {front to back, corner to corner, side to side} base of either metal, stone or concrete. A timber floor or base is not substantial enough to bear the load. If we arrive on site and the plinth is not prepared correctly, we will need to come back. You will incur an additional revisit charge to cover costs capped at £575 + travel payable on the day.



Electrics need to be in place, in line with our guide before the installation. This cannot be a DIY installation and will need to be a minor works certified installation. We will fully support you in how to make this happen. If the electrics are not safe, or in place we will have to come back at a time that suits our diary. You will incur an additional revisit charge to cover costs capped at £575 + travel, payable on the day.



Attendance, Postponement & Cancellations

We need you to be there on the day if you cannot then we need you to pop in writing who will take your role on the day. Our engineers cannot take responsibility for your property or be left as key holder. We will need you {or your trusted person} to sign off our work at the end of the day, when you will be taken through what we have done and be left with a detailed checklist.



If we need to postpone we regret it very much, but sometimes it is unforeseen and unavoidable. We will work very hard to allocate you a date not too far from your first. And will liaise with you to find a mutually acceptable time for us to visit. You will be given as much notice as possible, we would always aim for this to be no less than a week.

If you need to postpone, which we understand is sometimes unforeseen and unavoidable, we will always do our best to see you as soon as we can. But please do give us as much notice as possible. Our engineers' diaries are carefully structured to make sure that drive time, work time and downtime are in the perfect balance! Sometimes it will not be possible to see you on a specific date that you choose. Thankfully our works {for the most part} are unobtrusive and do not impact other trades in your home. *Each postponement requested after the first will incur an additional revisit charge to cover costs capped at £575 + travel payable on the day.*



Cancellation We do not cancel work, we may ask you to postpone. If you need to cancel then please do so within the 48 hours 'cool down' period {from the point of transferring funds to us} in writing. At which time we will refund you the balance paid in full within 5 working days. As soon as we receive your booking we order parts, secure the date in the diary, and our skilled team start planning and preparing parts. We have a highly skilled team working on every stage of your booking. **We cannot refund you after the 48 hours 'cool down' period.** We estimate that we do 60% of the work on any job before we reach the front door {parts purchasing, prep, advice and planning, diary space reservation}. We can, however, place your instructed work on hold until you are ready to commit.

Your Choices & Things To Do When you book with us you will have happy decisions to make about colour {re-enamel}, and actions that our operations team will give you. We will need your responses to these questions and confirmation of tasks carried out to be able to proceed with the works. If these are delayed, your work may be postponed, this can be for as long as our lead time {3-6 months}.



Unforeseen hazards and eventualities

After many happy years working with Aga range cookers we still occasionally are surprised at what we find. Some of the range cookers that we work with are from 1941. A lot can happen to an Aga range cooker in 80 years, or sometimes, not much at all. When Aga range cookers have been largely untouched, or not serviced regularly we are more likely to come across Asbestos for example. This is rare, and the team will have discussed with you if they suspect a higher risk. We will never abandon a job. We may need to leave for the professional asbestos team to attend, but we will always come back. Blake & Bull will always put you and you having a working Aga range cooker first. If we have to leave site, to allow other trades to attend, we will swiftly be in touch to work with you and book you back in! You are in safe hands.

Thank you for taking time to read these notes! We know that your time is precious. If you have any questions at all, please do not hesitate to get in touch with us.



Your signing of your quote and payment of your deposit / balance is an acceptance of these terms in full

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Blake & Bull