

1. MCR Repairs Limited payment terms are: 30 days from date of invoice. This applies to all account customers unless otherwise agreed in writing by both parties PRIOR to commencement of works.
2. non-account customers must pay in full PRIOR to work commencing.
3. Retention is 0% (works are warranted unless otherwise stated).
4. No discounts are applicable unless agreed in writing PRIOR to commencement of works or by written agreement. Any document requiring a signature must be signed by a duly authorised representative of both parties.
5. Construction Industry (Taxation) Scheme – MCR are paid Net under this scheme and our Unique Taxpayer Reference (UTR) will be supplied upon request.
6. For all customers, MCR Repairs Ltd assume that you are the end user for the purposes of section 55A VAT Act 1994 reverse charge for building and construction services. Merlin Repair Specialists Limited will issue you a normal VAT invoice, with VAT charged at the appropriate rate. We will not account for the reverse charge. Only with valid VAT, CIS number and a statement confirming that you are not the end user, will Merlin Repair Specialists Limited invoice in line with Reverse VAT Charging.
7. C.I.T.B – MCR Repairs Ltd is not a member of this scheme as the bespoke nature of our works requires, we train all operatives ourselves. Therefore, NO deductions under this scheme should be made.
8. Failure to gain access to the Sub-Contract works on the day of booking will be deemed an “Abortive visit” and will be charged for in full. Cancellations inside of 24 hours of commencement start time will also be charged in full.
9. Delays to Sub-Contract work beyond the control of MCR Repairs Ltd (and accepting weather or Force Majeure) but directly attributable to others may result in additional charges.
10. In the event of a credit limit being reached, further work will only be scheduled once the balance is reduced.
11. Rates are site, location and client specific; rates will fluctuate due to these influences.
12. Aged invoices will need to be paid prior to more work being confirmed if they exceed the agreed payment terms as above.
13. Late payments will incur a fee of 5% which will be invoiced separately when payment is more than 15 days late Project Specific
14. All access requirements (scaffold/towers, MEWPS) are the responsibility of the requesting party unless agreed in writing PRIOR to commencement. Additional charges will be made for access equipment supplied.
15. A written request for attendance must be received by email or post confirming client requirements PRIOR to MCR Repairs Ltd attendance. Any order must contain the following details:
 - a. The name, contact details and title of the person ordering the work.
 - b. Confirmation that they have the authority of their employer to order such works.
 - c. Company name and address.
 - d. Site address and contact details.
 - e. Contact details of on-site person authorised to accept works each day. Please note that it is the express responsibility of the requesting contracting party to inspect and accept (by means of signature on MCR Repairs Ltd portal or paperwork) completed works daily. Failure to provide such representative will be deemed as acceptance and signature for all work completed (subject to alternative arrangements agreed in advance and in writing between the parties).

- f. Contact details of the Quantity Surveyor (or other qualified person) responsible for acceptance and payment of the invoices.
 - g. Invoice address.
 - h. Any other requirements of the purchasing company/individual to facilitate payment for work need to be provided at the time of booking and NOT after the event. Any information not requested at the time of order subsequently requested or relied upon after Subcontract works completion will not be a valid reason for delay of settlement of invoices.
 - i. Photographs as requested by MCR Repairs Ltd.
 - j. Details of the work to be carried out (i.e., snag lists)
 - k. Paint Colour (RAL) or manufacturers details and sheen level (if incorrect information / products are used based on information received from the client, warranties will be void and work carried out will still be chargeable.)
 - l. Any special texture, design, or other finish relevant to the works.
 - m. Any special or peculiar circumstances or limiting factors relevant to the location of the works, their surroundings, and the safety of MCR Repairs Ltd operatives and those in the vicinity.
 - n. Site operating hours
 - o. Power supply available 240v/110v.
 - p. Responsibility for correct lighting is the clients. Any variance and subsequent re-visit (inc additional charges) rests entirely with the client
 - q. Site induction times/dates.
 - r. Any prior to induction / online induction requirements to be made known at least 2 working days prior to attending site.
 - s. Parking availability (on site / off site).
 - t. Any restrictions on ventilation or requirements thereof.
 - u. Notification of any other condition or pre-requisite for the accurate completion of Method Statements and Risk assessments.
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- 16. Failure to comply with clause 14 above places all responsibility of risk and delay with the requesting contracting party.
 - 17. MCR Repairs Ltd do not agree to acceptance of any documentation or reference to documentation not supplied and agreed prior to attendance.
 - 18. Works cannot be complete within a live/occupied environment unless isolated with adequate ventilation. should MCR Repairs Ltd arrive, and the building be live/occupied this will be classed as an "abortive visit" and the full charge will stand.
 - 19. Any issues with standard or Quality of repairs must be reported within 30 days of the repair being completed, by email including pictures of the repairs in question to sales@mcrrepairs.co.uk
 - 20. Non-payment of invoices will result in warranty being void after 30 days
 - 21. Any Issues with technician's hours worked on site must be reported to Sales@mcrrepairs.co.uk on the day of attendance, to allow us to rectify. Any deductions from invoice for working hours will not be accepted if the issue had not been reported on the day.

Warranty / Aftercare

1. The warranty liability period is 12 months from completion of works OR as agreed in writing between parties PRIOR to commencement of works.
2. Warranties are void if repaired surfaces are not maintained according to the following After Care conditions:
No abrasive cleaners are to be used on the surface.
Physical damage such as chips and scratches or mistreatment are not covered. Staining caused by chemicals or dyes, is specifically excluded.
Heat exceeding 350 degrees or direct flame.
Problems caused from excess moisture, structural conditions, or movement of the fixtures.
3. Warranties are void if incorrect cleaning methods or products are used on repairs.
4. Warranties are void if there is evidence of neglect or misuse of repair areas.
5. No responsibility is taken for damage caused to the Subcontract works either during or after the event unless such damage is expressly attributable to MCR staff. Subcontract works will have the adjacent area protected at the time of repair and removed upon completion.
6. In extreme circumstances repairs fail due to factors outside the control of MCR. Whilst we aim to warranty every repair in full, sometimes it is beyond our control and the warranty may be deemed void.
7. Part of our warranty process requires reattendance, any refusal of access will invalidate your warranty. If we are not given the opportunity to attend and rectify any issue, then MCR will not accept any incurred charges or reduction in payment of invoice.
8. The Glass Polishing process requires the removal of some glass. The polishing process also produces heat. On rare occasions the glass may crack or break during the restoration process, this can be a result of thermal stress or more likely to other unknown existing flaws / imperfections or faults in the glass itself. MCR does not take responsibility for this occurrence. The glass is already damaged and in need of replacement prior to our attendance.
9. MCR cannot be held responsible for sight distortions caused by the polishing process (as glass polishing is a technique of removing material and not adding material) in cases of distortion beyond the acceptable GGF regulations no charge will be made.
10. No costs for replacement items will be accepted by MCR, when we are asked to repair an item, the item is therefore damaged in the first instance.
11. Any issues with perceived poor workmanship must be reported to MCR within 30 days of repairs being completed.
12. It is the express responsibility of the site team to check completed repairs, When signing technicians daily work sheet this is deemed as acceptance of the repairs completed. Notes can be added at the time of signing to indicate any issues you have with the repairs.

MCR Repairs LTD

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