

Barrelled Locksmiths Terms & Conditions

General

Work carried out is subject to the following terms and conditions.

Barrelled Locksmiths Ltd (“We”) reserves the right to update the terms and conditions at any time but the terms in place on the day of the work being carried out are the ones that apply to that job. Please make sure that you check back from time to time for the latest updates.

Upon signing the commence work form you agree that Barrelled Locksmiths Ltd is operating under your instruction and that you, the customer is legally entitled to enter the premises and authorise any work that is being completed. Any legal responsibility remains with yourself and not Barrelled Locksmiths Ltd.

On either short term or long-term rental property it is your responsibility to gain permission from the landlord or accommodation provider of the property before changing any locks or employing Barrelled Locksmiths Ltd. We will assume permission has been given.

All supplied & fitted products remain the property of Barrelled Locksmiths Ltd until payment has been made in full. Failure to make payment may result in the locks and or products supplied being removed from the premises or made inoperative at any time.

Occasionally due to how previous locks have been fitted or the condition of doors, windows and fixings there can be some unforeseen damage caused to the client’s property when undertaking work. We cannot be held responsible and accountable for any such damage that was a result of previous work or current conditions.

Registered Company
Number: **15022648**

20 Pengelly
Delabole
Cornwall
PL33 9AW

Mr Benjamin Spicer
Company Director



BARRELLED LOCKSMITHS LTD

ENTRY - INSTALLATION - SECURITY UPGRADES - UPVC REPAIR - BOARDING UP SERVICE

Locks are designed to be tamper proof and to stop access. Occasionally when gaining entry without the key some damage can occur to the lock, door and/or doorframe. We will not be held liable for any damage incurred. Any damage and/or repair costs will be the responsibility of the property owner.

Any defects of locks or items supplied is the responsibility of the lock manufacturer and should be taken up with them directly.

The descriptions of any locks supplied are as described by the locks manufacturer and We will not be held accountable for any miss representation by the lock by manufacturers.

We are not responsible for the loss or damage to items and property using locks we have supplied. We cannot control how someone breaks into or accesses a property.

Often it is easier to gain access via a different door at the property even if it is not the one you have lost a key for. Barrelled Locksmith reserves the right to access via another door.

We hold replacement stock ready to replace any damaged lock. Our Euro Cylinders are Snap resistant and feature anti-snap security measures. We do not guarantee that these locks cannot be snapped but the sacrificial line offers a good degree of snap resistance under a normal snapping break in attempt. These locks are designed to break at the sacrificial line when under normal snap attempt, but this could possibly be bypassed.

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No Entry No Fee

We offer a no entry no fee guarantee. If you call us out to open or bypass a lock and we're unable to gain entry by either opening, bypassing, or destroying the lock then we will waive any fee or labour costs and recommend other options.

Please note some high-level security locks require specialist equipment designed specifically for each lock and We may not have said piece of equipment. Some locks are simply just too secure to gain entry without destruction.

In the very rare situation where We are unable to get you in by either picking the lock, bypassing the lock or destroying the lock then We do not charge a call out or service fee. If We have to abandon a job before or during work there will be no fee payable for any work on that lock already undertaken on that particular lock.

Estimates & Prices Given Over the Phone

Barrelled Locksmiths will do our best to fact & fault find over the phone to determine what service or parts are needed to gain entry and / or fix the fault. This price will be an estimate and subject to change as it is common that the lock or situation may not be completely as described due to higher security locks or even multiple locks to bypass per door. Barrelled Locksmiths reserve the right to adjust the estimate once on site. Rest assured we won't start work until you're happy for us to proceed and have completed a commence work sheet.

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Payments

Payments will be made in person upon job completion and while We are still on site. Cash, Credit & Debit Card, and Electronic Transfers are all accepted methods of payment. We use **** * to process card payments.

Barrelled Locksmiths Ltd do not retain any personal payment information of any client except for a record on the commence work form & invoice page of what payment method that was used. You are making the payment to **** * or Stripe. Please see our privacy policy for more information.

Cancelled Call Out Fee

If you instruct Barrelled Locksmiths Ltd to attend a job but during the time of the booking and Barrelled Locksmiths Ltd arriving you decide to cancel due to finding your keys or gaining entry yourselves then a £10 fee in hours or £30 out of hours fee is payable for the cancelled call to cover travel expenses and Barrelled Locksmiths Ltd time.

Invoice Accounts

Up to 30 Day Invoice Accounts may be offered to some businesses / individuals such as letting agents etc. Payment terms are strictly up to a maximum of 30 days for all invoices. (See the late payments section below)

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Late Payments

Failure to pay within 30 days will result in a late payment fee of £40 being added to the invoice amount and a daily statutory interest of 8% above the Bank of England's base lending rate. In line with "UK late payment law (Interest) act 1998". By filling in and signing our "Pay Later Agreement" paper form you are personally agreeing to these terms and may be held liable for the invoice amount and all late payment / admin fees if the business/individual does not pay on time.

Example: If the invoice is for £200 and the Bank Of England base rate is 1.25% then the annual interest would be 9.25% of £200 = £18.50 Divided by 365 (days of the year) will equal a daily interest rate of 5p.

Out Of Hours Surcharge

Barrelled Locksmiths Ltd's normal working hours are between 9am - 17:30pm Monday to Friday (Excluding UK public/bank holidays). Barrelled Locksmiths Ltd out of hours are 24hrs on Saturdays, Sundays, and public/bank holidays) Our additional £20 labour charge for out of hours work is to cover the time it takes for Barrelled Locksmiths Ltd to prepare and organise the tools & stock out of hours and working inconvenient and antisocial hours.

Temporary Overnight Locks & Boarding Up

There are times when a door or window mechanism has failed but We don't have the appropriate replacement part. There are hundreds on the market and we don't have the capacity to keep them all in stock.

In this situation Barrelled Locksmith Ltd will supply and install a temporary overnight lock to ensure the property can be secured until the correct replacement part arrives.

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The cost of supplying and fitting a temporary overnight lock is £75, but if you book an appointment for the installation of the correct replacement mechanism / lock within 14 days of the date Barrelled Locksmiths Ltd contacts you to let you know the lock is now available then you can exchange the temporary overnight lock for £75 off the cost of the ordered replacement lock (subject to the following terms and conditions)

- 1) The temporary overnight lock must still be in the door and not have been tampered with or removed from the door by anyone other than Barrelled Locksmiths Ltd.
- 2) The temporary overnight lock must be complete and in full working order.
- 3) You must agree a time for installing the ordered replacement lock within 14 days of Barrelled Locksmiths Ltd contacting you to advise that the replacement is now available.

At any time up until you book an appointment for the installation of the ordered replacement lock you may choose to cancel the order or use someone else and in this situation you keep the temporary overnight lock.

If We can't source a replacement lock or mechanism then an alternative lock or service may be offered under the same terms as the replacement lock or you may choose to keep the overnight lock and try another company.

The client must retain the receipt in order to exchange the temporary overnight lock for £75 off the replacement.

Please note: Overnight locks are considered a temporary fix to make the door lockable while replacement parts are found. It is not advised that you keep an overnight lock on your door as a permanent solution.

Mechanical Guarantee

Barrelled Locksmith offer a 2 year mechanical guarantee on our standard Snap Safe Euro Cylinder locks that we supply and fit.

The locks are guaranteed for malfunction due to normal use for a period of 2 years from the date fitted.

If during that time the inside of the lock stops working we will supply a replacement lock to the same standard as supplied before.

The guarantee is subject to the following conditions:

- The lock must not have been tampered with or subject of a burglary.
- The front of the lock must be in place and not snapped.
- A key must not be stuck in the lock.
- You must have a key for us to try the lock.
- After 1 year there is a £40 fitting charge for the replacement lock.
- You must have the original receipt for the work.
- The lock must be in the same door it was fitted to and not moved.
- There must not be anything in the keyway.

All other locks are covered by the manufacturers 12 month guarantee.

Please note: in some instances where extra stress has been placed on the lock by another part of the door or locking mechanism resulting in the lock failure due to abnormal stress levels the lock may not be covered.

Multi point locking mechanisms and gearboxes on doors are covered from 12 months from the date of installation as long as another part of the door or locking mechanism has not put extra stress on the gearbox or lock.

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Advertising Responsibility

Prices displayed on promotional material are correct at time of print. Prices are subject to change in line with current climate and economy. Barrelled Locksmiths do their best to be in line with the industry standard prices for our services.

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