

## Terms and Conditions of Sale

- Campbell & Kennedy LTD accept that all works undertaken shall be to the reasonable satisfaction of the customer.
- In the event of a dispute all matters, if unresolved after 1 month from installation date will be referred to the CAI (confederation of aerial industries LTD) for a ruling that shall be binding on both parties. This shall not affect the customer's statutory rights.
- **The customer accepts that their signature on the job card confirms that they accept the price for the works and acceptance that they are satisfied with the installation/works completed.**
- If the customer is not present at time of installation or does not sign job card for works done then the customer must forward any complaint in writing within 7 days or it will be deemed that the customer accepts Terms & Conditions of Sale.
- The customer agrees to settle the account rendered immediately upon completion of work.
- Customers requiring Sky High Definition Must settle accounts prior to work commencing. This can be paid by Credit Card or Cheque.
- Goods will normally be dispatched within 48 hrs of payment, although in the case of a personal cheque, this would be 5-7 days to allow clearance at the bank.
- When processing your order the information provided will be subject to credit and fraud prevention checks. For these purposes we may transfer your information to third parties and / or Countries outside the EEA.
- While all reasonable care is taken to protect the confidentiality of your credit card details, Campbell & Kennedy Limited cannot be liable if, through no fault of its own, these details are intercepted by and used by third parties.
- Delivery times for online orders will normally be 7 to 10 days; customers will be notified at time of order if these times vary.
- Invoices where issued must be settled strictly 7 days net from date of invoice unless otherwise agreed at time of order.
- When a cheque is not honoured by a customer's bank and has to be represented the customer agrees that a further administration charge of (£25.00 + vat) will be added to their account.
- If a customer pays for work completed by personal cheque or business cheque and then stops the cheque at their bank they shall be entitled to no further service or return visits until they have settled the initial account.
- When a customer stops a payment cheque at their bank despite having signed a job card then an invoice shall be raised for completed works and an administration charge of £25.00+VAT will be added to the account. Subsequent reminder statements for unpaid accounts shall incur an additional administration charge of £25+VAT.
- Customers who have sky digital fitted accept that they must subscribe to sky for a minimum period of 12 months from the date that the sky viewing card is activated. Otherwise they will be charged for the full standard or non standard, (whichever is the applicable) installation price i.e. C&K LTD published price list. (Minus payments already paid relating to the offer). In this respect, a further invoice from Campbell & Kennedy LTD will be sent that has to be paid within 7 days of receipt.
- The customer accepts that sky can also charge them for 12 months of the minimum package less what has already been paid and that sky may also charge separately for this.
- Quotations are provisional estimates for guidance only and strictly subject to confirmation in writing.
- Quotations are exclusive of VAT and exclude electrical power supplies for our equipment unless otherwise stated.
- Quotations assume that work will be carried out from a ladder to a maximum height of 29 feet.
- The customer agrees that a call out charge is applicable unless otherwise indicated overleaf.
- Late payment reminders will incur an administration charge of £25.00 plus VAT.
- Where accounts are not paid within 30 days of invoice date then interest will be charged at the rate of 5% above base rate as at the date of expiration of the stipulated period of payment.
- Where an account is not paid within 40 days of invoice date then it will automatically be referred to a debt collection agency. At the date of referral a further £25 plus VAT will be added to the account to cover administration and collection fees. Only full payment of original invoice and admin/collection fee will clear the account.
- All goods specified on this receipt or invoice remains the property of Campbell & Kennedy LTD until full payment has been received. No assignment of goods on debt.
- The supply and fitting of a satellite dish is not included in a standard Sky+ / Sky+ HD Digital Box installation.
- Customer failure to provide access for the works will incur a call out charge.
- Customers MUST arrange for access and/or access keys to be available to padlock hatches to roofs etc.
- All work above 29 feet must be accessed via a roof skylight. **Prices quoted do not include access platforms or scaffolding.**
- A call out charge may apply if a fault develops 4 weeks after installation. This charge will be refunded should the fault that has arisen be covered under warranty (see our Sky Installations [FAQ](#) page)

### Cancellations

Cancellation requests must be made, at least, 1 working day prior to your agreed installation date.

All cancellations, pre or post install, will incur a **£30 cancellation fee** (for Campbell & Kennedy LTD set up/admin costs).

Campbell & Kennedy LTD allow an 8 day cooling off period for cancellation requests. Requests for cancellation within this period will not incur any de-installation charges (normally £55). However, the £30 set-up/admin fee will still be payable if an engineer has been sent to your home or works have been started/completed.

### Conditions of Guarantee

Please note that in cases of complete new installations materials and workmanship are guaranteed for 1 year from date of installation. In the case where replacement parts or existing parts are repaired to existing systems then materials and workmanship relating to those parts are covered for 3 months. Where repairs only were originally carried out then only materials (fitted by ourselves) are guaranteed for the aforementioned period. You will appreciate that no guarantee can be given on existing or old materials that have been re-used and workmanship guarantee only extends to new material we fitted. Aerial re-alignment or satellite dish re-alignment of existing equipment is not guaranteed.

**Many external factors can 'generate' faults with any equipment installed and, in this respect; 'consequential' faults cannot be covered by warranty guarantee. Should a fault arise 4 weeks after your installation a call-out charge of £55 will be applied in order for an engineer to attend? If the fault is deemed to be covered by your warranty then you will, of course, receive a FULL REFUND.**

Prior to requesting Campbell & Kennedy LTD to attend a re-check we ask you to check that there are no other reasons for a fault occurring such as:-

1. Faulty Television Set
2. Faulty Video or Satellite receiver if applicable
3. Faulty Connection Leads, Scart Leads etc.
4. Faulty Remote Control/Batteries
5. Loose Co-axial Socket or Scart connection to T.V.  
(i.e. Sometimes co-axial wiring to T.V. co-axial plug can become loose if T.V. is moved and plugs etc unconnected or disturbed by children etc.)
6. Faulty fuse (where applicable)
7. Outside interference (i.e. CB radios or radar etc.)

## Items NOT covered by guarantee

- Very exposed installations.
- Chimney mounted satellite dishes or ground patio mounted dishes.
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- Roof mounted satellite dishes (i.e. on mast etc or exposed mutual roof walls.)
- Underground cables/re-used existing cables.
- Movement of satellite dishes when wind speeds exceed 40mph.
- Movement of aerial/antenna when wind speeds exceed 62.5mph.
- Existing equipment relocated is not guaranteed to work after take down and re-erect. (e.g. LNB's etc).
- Any existing equipment whatsoever not supplied by Campbell & Kennedy LTD. Any equipment supplied by Campbell & Kennedy LTD that has been moved, tampered with or subject to an attempted repair by a non Campbell & Kennedy instructed third party.
- All work out with the guarantee period.
- Changes by programme providers such as changes to encryption, programming, transmitted frequencies and other technical parameters after date of installation.
- Claims for any damage whatsoever that are not notified in writing within via recorded delivery mail and within 7 days of installation or call out date.

No guarantee or warranty exists if an account is not paid in full, or if a payment cheque is 'Stopped' or refused by a customer's bank.

## Guarantee Claims Procedure

- In all cases a receipt for the works MUST be produced for verification by our engineer, BEFORE any works will be carried out under guarantee.
- In the case of satellite installations, the customer must firstly return the receiver to Campbell & Kennedy's LTD workshop for testing. (Where customers request uplift/delivery there is a £12.00 charge.)
- Faulty items which have been purchased within 14 days and which are accompanied with the corresponding invoice/receipt of purchase from Campbell & Kennedy LTD will be replaced after testing. Items which have been purchased more than 14 days before will be repaired, or referred to the manufacturer or replaced at the company's discretion.
- Customers must complete a re-check/complaints questionnaire prior to a re-check proceeding before guarantee call outs can be carried out. Should customers not wish to proceed via complaints procedure they can book a paying call-out. Goods for replacement cannot be accepted unless returned in original packaging.

## Complaints

On occasion things can, and do, go wrong. Should you have reason to raise a complaint with Campbell & Kennedy Ltd then please do not hesitate to call our customer services department on **0141 435 7760**.

Our full response Service Level targets are published on our website at <http://www.campbellkennedy.co.uk/customer-service-standards.html>

Should you wish to write to us then please address your correspondence to: -

**Customer Services Manager**  
Customer Services Department  
Unit 11  
9 Telford Court  
Clydebank Business Park  
Glasgow  
G81 2NR.

Upon receipt of your correspondence we will acknowledge receipt within 48 hours and provide a full response, in most cases, within 10 days\*

## Damage Claims

On the rare occasion where damage has occurred in relation to works completed by Campbell & Kennedy then please send FULL details to the Director of Customer Services at the above address. Unfortunately, as you can appreciate, we cannot accept claims over the telephone.

Claims made out with the 7 Day period will be automatically rejected unless it is clear beyond all reasonable doubt that the alleged damage has been caused due to the negligence of a Campbell & Kennedy engineer.