



THE STONE WORKS

SERVICE TERMS AND CONDITIONS - March 2021

*Sandygrove Limited T/A Buckley Fireplaces
The Stoneworks, Ballyedmonduff Rd, Stepside, Dublin
D18 E6T4. Tel. 01 2946865.*

General Service Agreement

Buckley Fireplaces agree to offer to the end user/client a stove service for wood-burning and multi-fuel models only, complete with a chimney clean. By accepting this service you agree to be bound by the terms and provision of the service terms and conditions. In addition, when using these particular service, the end user/client shall be subject to any posted guidelines or rules applicable to such services.

It is the end user/clients responsibility to ensure that the stove is cold and empty of all fuel in preparation of the arrival of the service engineer.

The service engineer will cover the area he is working in, inspect the interior of the stove remove all parts to check for damage, including bricks, baffles, grates and log holder (if any) glass will also be inspected. Any damages will be reported to the end user/client for ordering replacement parts

The door rope will be removed from the unit and replaced with new rope which will be sealed to the door, this needs 24 hours to cure, do not light the stove before the designated time as the rope will detach from the door and you will not be able to use the stove until it is repaired.

The interior of the stove and glass will be thoroughly cleaned, baffle removed and the chimney cleaned. Following the clean, all the parts that were removed including the baffle will be re-installed. The external of the stove will be cleaned and polished, including the hearth.

Glass, bricks, baffles, log holders, grates, multi-fuel kits and tools are subject to availability from each manufacturer at additional cost. Buckley Fireplaces do not carry replacement parts and are not agents for all makes of stoves and cannot be held responsible for sourcing of such items, whereas possible we will endeavour to assist, all parts are subject to manufacturers' price increases without notice.

Please note that Buckley Fireplaces or their engineers accept no responsibility for the performance of the stove following service. Incorrect loading of stoves can cause baffles to detach from their housing, throwing fuel into the back of stoves instead of placing it can crack rear and side bricks, incorrect closing of stove doors can damage and wear rope, should any of the following occur after our service and prior to your next annual service a call out charge will apply.

Payment Terms

Payment Terms, paid for in full on day of service, bank transfer, debit or credit card

Clients Name Invoice Number
Clients Tel Stove Make Model
Address

I confirm that I have read and acknowledge Buckley Fireplaces Service Terms and Conditions.

Client Signature Date