



Terms & Conditions

Welcome to ERG Facilities Ltd, below you will find our terms and conditions, by continuing to browse and use this site, you are agreeing to comply with and be bound by the terms.

The use of this website is subject to the following terms & conditions:

The Content of the pages of this website, is for your general information and usage only, subject to change without notice.

Calls may be recorded for training and monitoring purposes.

We charge per hour on site at the price quoted, and a minimum of one hours labour will apply once the engineer has attended site (The hours labour or an attendance fee will also apply if the engineer attends site and are turned away due to the problem being sorted, with no prior notice).

All prices quoted are subject to a site survey and VAT will be applied to the full price of all jobs.

Once you have accepted our quotation or quotations and given go ahead to complete the work with either a debit/credit card, you are agreeing to have the job completed and to pay for any subsequent materials.

If we need to re-quote for any reason, then there is no obligation to continue with the job however if additional works are required once the engineer has attended site, the first attendance is chargeable.

If the price of the job stays the same as the original quotation and you choose to cancel – any materials ordered prior to receiving your cancellation will need to be paid for in full. Debit/Credit card details are obtained when a job is booked in to secure the booking. In the case where any subsequent materials may be required to complete a job, a deposit may be required to purchase parts. This deposit will be agreed with the customer beforehand and is non-refundable.

We have a SNAG procedure, whereby if any works related to the original issue reoccur, we will re-attend within 30 days of the completion of this job.

Estimates/Quotes given over the phone are based on customer's description of required works. Given quotes and estimates are subject to site survey by an attending engineer sourced from ERG Facilities Ltd network of engineers.

ERG Facilities Ltd provides repair and maintenance services via our nationwide network of experienced and fully qualified. Engineers who work are sub-contracted to working on behalf of us.

Your use of this site and any disputes arising out of such use of this website, is subject to the laws of England, Northern Ireland, Scotland & Wales.

The head office address for ERG Facilities Ltd 10 Journeymans Way, Temple Farm Industrial Estate, Southend-On-Sea, SS2 5TF.