Terms of Business

Fire door inspection, supply, installation, repair, remedial works and maintenance

Legal name	Fire Solutions Construction Ltd (FSC)
Company number	16720255
VAT number	502709515
Registered / correspondence address	Unit 2, Rotherside Court, Rotherside Road, Eckington, Sheffield, S21 4HL, England
Telephone	07465 246092
General email	info@fscfiredoors.co.uk
Formal notices and snagging reports	accounts@fscfiredoors.co.uk

These terms apply to quotations, orders and contracts for goods and services supplied by Fire Solutions Construction Ltd, unless a separate written contract signed by both parties states otherwise. They are intended for business, public-sector and consumer clients. Consumer protections apply where relevant.

1. Scope, quotations and contract

1.1 These terms apply to the fire-door inspection, supply, installation, repair, remedial works and maintenance described in the quotation or other written scope accepted by the Client.

1.2 The quotation will identify the agreed work, locations, quantities, products or services, price, VAT treatment, assumptions and exclusions. It covers only the work expressly listed. A quotation remains open for acceptance for 30 days from its issue date unless it states otherwise.

1.3 A contract is formed when FSC accepts the Client's order in writing, the Client accepts FSC's quotation in writing, or the Client otherwise gives written instruction for FSC to begin. Acceptance by signature, email, digital signature or other written instruction confirms acceptance of these terms and the project-specific quotation.

1.4 The contract comprises any signed contract, the accepted quotation and specification, these terms, and written variations. If documents conflict, the signed contract takes priority, followed by the accepted quotation and project-specific specification, then these terms.

1.5 The legal contracting party is Fire Solutions Construction Ltd, a company registered in England and Wales. References to FSC, we, us or our mean that company. Different customer purchasing terms apply only if FSC expressly accepts them in writing.

2. Inspections and fire-safety scope

2.1 An inspection or survey is limited to the doors, components, locations and checks listed in the quotation. Unless expressly included, it is a visual, non-destructive assessment of conditions visible and accessible on the inspection date.

2.2 An inspection report records conditions observed within the agreed scope. It is not, by itself, a fire-risk assessment, fire strategy, building-wide compliance certificate or guarantee of a building's performance in a fire. FSC does not determine the building's fire strategy, required fire-resistance rating or the Client's statutory duties unless the written appointment expressly includes that work.

2.3 Hidden defects, inaccessible areas and conditions outside the agreed scope may not be identified. Recommendations are based on the information and conditions available at the time. FSC will promptly tell the Client about any serious defect or immediate concern identified within the agreed scope.

2.4 The Client remains responsible for its statutory fire-safety duties and for arranging inspection and maintenance at the frequency required for its premises.

3. Materials and workmanship

3.1 Products, fire-resistance ratings, finishes, hardware and installation details will be those stated in the accepted specification. Materials supplied by FSC will meet the agreed specification, applicable product requirements and be fit for their intended purpose.

3.2 Work will be carried out by suitably qualified personnel in accordance with the agreed specification, applicable manufacturer instructions, relevant legal requirements and any certification scheme or technical evidence identified in the quotation.

3.3 Fire performance depends on the complete doorset and its installation, including the leaf, frame, seals, glazing, hardware, supporting construction and workmanship. Any certificate, installation record or product information will be provided only where included in the agreed scope and supported by relevant product evidence and installation records. It does not certify the whole building or all fire precautions.

3.4 The Client must not alter, cut, repair, paint over critical components, change hardware or allow others to modify an installed doorset in a way that could affect performance. Unapproved changes or damage may affect product evidence, certification and warranty. FSC is not responsible for later changes or work by others.

3.5 FSC may engage suitably qualified subcontractors to perform some or all of the work. They will work under FSC's supervision and in accordance with these terms.

4. Access, site requirements and working hours

4.1 The Client must provide clear, safe and uninterrupted access to the property, work areas, doors, relevant records and an authorised site contact for the duration of the works. Work areas must be clear and safe, and agreed doors must be available to be taken out of service while work is carried out.

4.2 Standard working hours are 08:00 to 16:30, Monday to Friday, excluding public holidays. Work outside these hours must be agreed in writing in advance and may incur additional charges.

4.3 The Client must provide accurate drawings, schedules, fire-strategy information, required ratings and known hazard information, including asbestos information and concealed services. The Client must arrange permissions, escorts, inductions, permits, parking, service isolations and notices needed for the work.

4.4 The Client must tell FSC in advance about site-specific risks or constraints that could affect safe work, including asbestos, restricted access, vulnerable occupants, safeguarding, infection control, noise or dust restrictions. All works will be undertaken in accordance with applicable health and safety requirements.

4.5 If access is not provided within 30 minutes of the scheduled arrival time, or operatives cannot proceed because areas are inaccessible, unsafe or not ready, stand-down charges may apply under clause 7. FSC may suspend or refuse work where conditions are unsafe or non-compliant with health and safety requirements.

4.6 The Client is responsible for informing tenants, caretakers, managing agents, third-party clients, site managers and other relevant persons about the scheduled works and arranging their cooperation. Delays

caused by lack of access, unprepared premises or uncooperative occupants may result in additional charges under clause 7.

5. Variations and unforeseen conditions

5.1 If site conditions differ materially from the information or assumptions used for the quotation, or the Client requests a change, FSC will explain the proposed change to scope, price and timing.

5.2 The Client must submit variation requests in writing. FSC will provide a written estimate and updated timeline. Additional work will begin only after the Client accepts the variation in writing, except for reasonable immediate action needed to make the site safe.

5.3 Concealed structural defects, unsuitable openings, hidden services, hazardous materials, required fire-stopping, builders' work, decoration and making good are excluded unless expressly included in the quotation.

6. Programme, delivery and delays

6.1 Delivery dates, lead times and programme dates are estimates unless the quotation states that a date is a firm contractual deadline. Bespoke manufacture or procurement lead times begin after the Client has approved required measurements, specifications, drawings and any deposit.

6.2 FSC will notify the Client of material delays and agree a revised programme where reasonably possible. The parties will cooperate to reduce the effects of delay and agree any resulting programme or cost variation.

6.3 FSC is not responsible for delay caused by the Client, other contractors, restricted access, late approvals, unavailable products, supplier or transport disruption, or events beyond FSC's reasonable control.

7. Stand-down and turn-down charges

7.1 If operatives are unable to proceed with scheduled work for reasons outside FSC's control, including inaccessible areas, lack of site readiness or unsafe conditions, a stand-down charge may apply. Where the scheduled work cannot be undertaken, this is also referred to as a turn-down.

7.2 Stand-down time is charged at £72.00 plus VAT per hour per operative. The charge covers the operative's lost time, travel and associated costs and will be itemised on the invoice. No minimum charge applies unless stated in the quotation.

7.3 The Client will be told as soon as reasonably practicable when a stand-down charge is likely to apply. Charges will reflect the time and operatives affected, subject to applicable law.

8. Cancellation, postponement and suspension

8.1 The Client must give notice of cancellation or postponement in writing. As materials may be procured promptly following order approval, the Client is responsible, to the extent permitted by law, for reasonable costs actually incurred or unavoidable commitments caused by cancellation. These may include materials, labour scheduling, travel arrangements and administrative processing; FSC will not recover the same cost twice.

8.2 If the Client cancels less than 48 hours before the scheduled start, the cost of the first day's labour may also be charged in full, to the extent permitted by law and subject to any applicable consumer cancellation rights.

8.3 FSC may suspend work after written notice if an undisputed invoice is overdue, the site is unsafe or inaccessible, or the Client materially fails to provide information or cooperation needed for the work. FSC may resume when the cause is resolved and will agree any reasonable effect on the programme.

8.4 If no cancellation charge is specified, the Client will pay for work completed, goods reasonably procured or made specifically for the project, and unavoidable reasonable costs incurred up to cancellation, subject to applicable law and the Client's statutory rights.

9. Prices, deposits, VAT, CIS and payment

9.1 Prices are in pounds sterling. Quoted prices are exclusive of VAT unless stated otherwise; VAT will be charged at the prevailing rate. The quotation will state whether the price is fixed, measured, provisional or subject to a schedule of rates.

9.2 For work with a quoted value exceeding £288.00 plus VAT, a 50% deposit is due before work begins. Any other staged payments or retention must be stated in the accepted quotation or agreed in writing.

9.3 Unless otherwise agreed in writing, invoices are due within 14 days of the invoice date. The Client must notify FSC promptly of a genuine invoice dispute and pay any undisputed amount by the due date.

9.4 FSC is registered under the Construction Industry Scheme (CIS). The Client must tell FSC before work begins if CIS deductions may apply and provide the relevant status and project information. Any deductions will be handled in accordance with applicable CIS rules.

9.5 On qualifying overdue business-to-business debts, FSC may charge statutory interest at 8% above the Bank of England base rate and claim fixed late-payment compensation and any additional recovery costs permitted by law, under the Late Payment of Commercial Debts (Interest) Act 1998.

9.6 If an undisputed amount remains overdue, FSC may suspend further work after written notice. Final reports and handover documents will normally be issued once the final invoice has been paid, except where disclosure is required by law or is reasonably necessary to communicate an urgent safety issue.

10. Completion, handover, snagging and waste

10.1 After the final invoice has been paid, FSC will provide a photographic report describing the work carried out and any compliance certificates or other handover documents included in the quotation and applicable to the work.

10.2 Fire doors may require minor adjustment as they settle following installation or as temperature, humidity and regular use affect them. The Client should report any apparent defect, omission or snag in writing within 14 calendar days of completion to accounts@fscfiredoors.co.uk, quoting the order reference and site address.

10.3 FSC will assess reported issues and, where they are valid and relate to the agreed work, will rectify them within a reasonable timeframe at no additional cost. This reporting period does not remove any applicable statutory rights or the warranty in clause 11.

10.4 Unless the quotation states otherwise, the quoted price includes removal and lawful disposal of waste materials arising from the agreed work, including old doors and frames, packaging, offcuts and old ironmongery. Redecoration, plastering, flooring repairs and general making good are excluded unless expressly listed.

11. Workmanship warranty

11.1 FSC warrants its workmanship for six months from the date of completion. The warranty covers defects resulting from FSC's installation or workmanship. Product-manufacturer warranties apply under the manufacturer's terms and will be passed on where applicable.

11.2 The Client must notify FSC in writing within the warranty period, describe the issue and provide reasonable access for inspection and repair. Where a valid warranty claim is established, FSC will rectify the covered defect within a reasonable time at no additional cost.

11.3 The warranty does not cover misuse, accidental or deliberate damage, normal wear and tear, lack of maintenance, changes in the building or floor level, defects in existing walls or structures, or alteration or repair by others. These exclusions do not apply where the issue was caused by FSC's breach or negligence, and do not restrict statutory rights.

12. Insurance and liability

12.1 FSC holds appropriate public liability and employers' liability insurance. Details are available on request.

12.2 FSC is not liable for delay or damage caused by third parties or events beyond its reasonable control, subject to clause 15 and applicable law.

12.3 To the extent permitted by law, FSC's total liability for claims arising out of or in connection with a project will not exceed the total value of that project's contract. FSC is not liable for indirect, incidental or consequential losses, including loss of rent, loss of profit or damage to reputation.

12.4 Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of non-excludable statutory obligations, or any other liability that cannot legally be excluded or limited. For consumer clients, no term limits statutory rights or liability where such limitation is not permitted by law.

13. Title to goods

13.1 All materials and goods supplied by FSC remain FSC's property until FSC has received full payment for them, to the extent permitted by law. Risk in goods passes as stated in the quotation or, if not stated, on delivery to the agreed delivery location.

14. Confidentiality, photographs and project records

14.1 Each party will treat confidential client information, site data and project documentation received from the other as confidential and will not disclose it to third parties without prior written consent, except where disclosure is required by law or needed to perform the contract.

14.2 Photographs taken during the works will be used for documentation, compliance verification, quality records and reporting. FSC will not capture or share identifying images of occupants. Each party will handle personal information in accordance with applicable data-protection law.

14.3 Reports, photographs, door schedules and other project records may be used by the Client for management, maintenance and compliance records. FSC retains ownership of its pre-existing templates, methods and know-how. Once undisputed invoices are paid, the Client has a non-exclusive licence to use project-specific deliverables for the relevant premises.

15. Force majeure

15.1 FSC is not liable for failure or delay in performing its obligations to the extent caused by an event beyond its reasonable control, including natural disasters, extreme weather, industrial action or strikes, government restrictions, public-health emergencies, supplier disruption or transport interruption.

15.2 FSC will notify the Client as soon as reasonably practicable and take reasonable steps to reduce the effects. If the event continues so that the affected work cannot reasonably proceed, either party may end the affected part of the contract by written notice. The Client must pay for work properly completed and non-cancellable commitments up to termination, subject to applicable law.

15.3 Either party may terminate the contract for a material breach that is not remedied within a reasonable period after written notice, or immediately where the other party becomes insolvent or continued performance would be unlawful or unsafe. Termination does not affect accrued payment obligations or rights that should continue by their nature.

16. Complaints and dispute resolution

16.1 A complaint should be sent to info@fscfiredoors.co.uk with the quotation or order reference, site address and a description of the issue. Snagging and defect reports should be sent to accounts@fscfiredoors.co.uk under clause 10.

16.2 The parties will first try to resolve a dispute through written correspondence between their project contacts. If it remains unresolved after 14 days, the parties will consider mediation. Legal action should be a last resort after reasonable efforts to resolve the matter amicably, except where urgent action is needed or a limitation period is approaching.

17. Consumer customers

17.1 This clause applies where the Client is a consumer. Nothing in these terms affects a consumer's statutory rights. Consumer services must be performed with reasonable care and skill, and consumer goods must meet applicable statutory standards.

17.2 Where a contract is made at a distance or away from FSC's business premises, the consumer may have a statutory right to cancel within 14 days. FSC will provide the legally required pre-contract information and cancellation form where that right applies. The right and any exceptions depend on how and where the contract is made and the nature of the goods or services, including any bespoke goods.

17.3 If a consumer asks FSC to begin a service during a cancellation period, FSC will obtain the consumer's express request before starting and explain any amount that may be payable if the consumer cancels after work begins. Any cancellation right or amount payable will be handled in accordance with applicable consumer law.

18. Indemnity

18.1 To the extent permitted by law, the Client is responsible for third-party claims, losses and reasonable expenses to the extent directly caused by materially inaccurate information supplied by the Client or by unsafe or unlawful site conditions within the Client's control. This does not apply to the extent a claim, loss or expense is caused by FSC's breach of contract, negligence or wilful misconduct, and does not limit any non-excludable rights or liabilities.

19. Entire agreement and severability

19.1 These terms, the accepted quotation and any written variations form the entire agreement between the parties for the project and supersede prior discussions or correspondence about that project, except for any representation that cannot legally be excluded.

19.2 If any provision is found invalid or unenforceable, it will be treated as modified only to the extent necessary to make it valid and enforceable. If that is not possible, the provision will be severed and the remainder will continue in effect.

20. Third-party rights

20.1 Except for a person expressly identified as having a right, no person other than the parties to the contract has a right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

21. Notices

21.1 Formal notices under the contract must be sent in writing by email to accounts@fscfiredoors.co.uk or by post to Fire Solutions Construction Ltd, Unit 2, Rotherside Court, Rotherside Road, Eckington, Sheffield, S21 4HL, England. Notices to the Client must be sent to the email or postal address stated in the accepted quotation or order.

21.2 General complaints may also be sent to info@fscfiredoors.co.uk. A notice is treated as received when delivered to the relevant email address without an automated failure notice, or when delivered to the relevant postal address.

22. Governing law and jurisdiction

22.1 These terms and each contract are governed by the laws of England and Wales. Subject to any mandatory consumer protections, the courts of England and Wales have exclusive jurisdiction over disputes arising from the contract.

Consumer request to start work during a cancellation period

Complete this section only where relevant to a consumer contract and an applicable statutory cancellation period.

☐ I expressly request that FSC begins the service before the end of any applicable 14-day cancellation period.

☐ I understand that, if I cancel after work has begun, I may have to pay a proportionate amount for services supplied before cancellation where the law allows.

☐ I understand that my cancellation right may end after the service is fully performed if the legal requirements are met.

Consumer cancellation notice

To cancel where a statutory cancellation right applies, send a clear statement to Fire Solutions Construction Ltd, Unit 2, Rotherside Court, Rotherside Road, Eckington, Sheffield, S21 4HL, or info@fscfiredoors.co.uk. You may use this form, but you do not have to.

To: Fire Solutions Construction Ltd, info@fscfiredoors.co.uk

I/We give notice that I/We cancel my/our contract for the following goods/services:

_____

Ordered on / received on: _____ Consumer name: _____

Consumer address: _____

Signature (only if this form is sent on paper): _____ Date: _____

Project order details

Complete these details in the accepted quotation or project order for each job. The quotation supplies the project-specific details that sit alongside these terms.

Client legal name and billing address	_____
Site address and authorised contact	_____
Scope, door count and agreed specification	Attach quotation / schedule
Price, VAT and payment milestones	_____
Programme, access hours and site constraints	_____
Inspection/report deliverables and timing	_____
Removal, disposal and making-good scope	_____
Cancellation or postponement arrangements	_____
Consumer cancellation information / early-start request, if applicable	Attach notice and record request

Acceptance

By signing below or confirming acceptance in writing, the Client accepts the project-specific quotation or order and these Terms of Business, subject to applicable consumer rights and other mandatory legal protections.

For the Client: name / position	**For FSC: authorised representative**
Signature: _____ **Date:** _____	Signature: _____ Date: _____



Telephone: 07465 246092 | Email: info@fscfiredoors.co.uk