



## Quotation QUO/4452

Saltash Library and Information Service

**Entry Group UK Ltd**  
Unit 4,  
12 Galileo Close  
Plympton  
PL7 4JW

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**Representative:** Martin Salter



Entry Group UK Ltd  
Company Reg: 12517031 VAT Reg No: 344995946

## Entry Group

Unit 4, 12 Galileo Close, Plympton,  
Plymouth, PL7 4JW



## QUOTATION

Invoice to:  Saltash Town Council The Guildhall, Lower Fore Street Saltash PL12 6JX  rachel.ackland@saltash.gov.uk	Site Address:  Saltash Library and Information Service Callington Road Saltash PL12 6DX	Quote Reference	<b>PLY-QUO/4452</b>
		Job Reference	Automatic Door Repair
		Order Number	
		Quotation Date	31/07/2023
		Quotation Expiry	30/08/2023 13:35

Please note the below process may have been shortened for quoting purposes only

### Description of proposed works:

Following on from our recent site call out to the outer automatic sliding doors, it was found that the current drive and sensors have failed. Entry Group have the pleasure in providing you with our quotation as below.

Engineers to attend site, sign in and complete any site inductions as required. Gain safe access to the work area and create a safe working area. The existing automatic door equipment will be removed and replaced for new including the two activation/presence sensors. Upon completion full operational testing of the door will be completed.

The above works will be completed on a Wednesday when the Library is closed all day.

Waste Removal: Entry Group will remove all waste

Warranty: 12 Months

Lead Time:

Full Risk Assessments and Method Statements will be provided before any work commences on site.

Please specify if you require this product urgently. Entry Group would like to thank you for this opportunity in quoting for this works, we hope it meets your expectations and we look forward to your response in due course.

This work maybe subject to a deposit if so, the accounts team will be in touch upon order. Please feel free to get in touch regarding this matter.

Please feel free to offer us feedback for our services:  
[plymouth@entrygroup.co.uk](mailto:plymouth@entrygroup.co.uk)

Qty	Description	Cost	VAT %	VAT	Gross amount
1	Labour And Parts; - 1 No Processor - 1 No Motor - 1 No 5 Position Switch - 1 No Battery - 1 No Return Pulley - 1 No Drive Belt - 2 No Activation/Presence Sensor	£2,384.59	20	£476.92	£2,861.51
1	Call Out 31/07/2023	£140.00	20	£28.00	£168.00

<b>Total ex Vat</b>	£2,524.59
<b>Total Tax</b>	£504.92
<b>Total</b>	£3,029.51

## Entry Group - Terms and Conditions

### DEFINITIONS

In these conditions of business, the following apply: -

"Company" means Entry Group.

"Customer" means the company, partnership, firm or individual from whom the company receives an order for the supply of goods.

"Goods" means any products, materials, equipment, or services to be supplied by the company.

"Conduct" means any agreement, whether verbal, written or implied which exists between the company and the customer.

"Conditions" means the conditions of business.

The titles to the several clauses of these conditions of business are imported for convenience only and shall not be deemed to be part of them.

Failure by the company to enforce a term of contract shall not prevent the subsequent enforcement of the or any other term of the contract.

### CONTRACTS

Contracts are made only upon and subject to the conditions. Nothing in these conditions shall affect the statutory right of the Customer. No variation of these conditions shall be valid or binding on the Company unless expressly agreed by the Company in writing. These conditions shall override any inconsistent terms or conditions referred to or contained in any order of correspondence of the Customer or elsewhere unless such variation is made and accepted in writing by the Company. No description, illustration or information contained in any catalogue, brochure or other document not prepared by the Company shall form and be incorporated in any term of contract between the Company and the Customer. Any such material is offered to the Customer for general guidance only and not so as constitute a description by reference to which the contract is made. The Company contracts on the basis that all consents, permissions and approvals necessary to enable the Company to perform the contract have been or will be obtained and the Company have no responsibility whatsoever to obtain the same. The Company shall not be liable for any consequential loss suffered by the customer as a result of non-performance by the Company of all or any part of the contract as a result of any event or non-event outside the reasonable control of the Company. All contracts made with the Company shall be governed and constructed according to the laws of England.

## **PRICES, QUOTATIONS AND ESTIMATES**

Only written quotations and estimates for the supply of goods shall be valid. All prices are strictly net of VAT and any other tax or duty, which shall be added to the price payable by the Customer. The Company reserves the right, by giving notice to the Customer at any time before delivery, to increase the price of the goods to reflect any in the cost to the Company for, but not limited to, labour, materials or transport, or any increase caused by any other factor beyond its reasonable control. Any quotation made by the Company remains open for acceptance for 30-days from the date of quotation. The Company shall not be bound by any quotation accepted after this time and shall at its absolute discretion accept or reject any order placed by the Customer after this time. All quotation prices are based on normal working hours 8:00am - 5:00pm, Monday - Friday (excluding public holidays and Christmas shut down period) unless otherwise stated on the Customers quotations. All quotations are subject to a final site survey. The Company are not liable for any non-surveyed doors or products by the Company.

## **PASSING OF THE TITLE**

The absolute legal and beneficial ownership of the goods shall remain with the Company and shall not pass to the customer until the Company has received full payment for the goods. When the price of the goods remains unpaid after the due date for payment, the Company shall have the right to enter the premises where the goods may be found for the purpose of recovering possession of the goods and the cost of recovering the goods shall be payable by the customer to the Company demand.

## **PASSING OF RISK**

The risk of goods shall pass to the Customer upon delivery. The Customer shall be liable for the safe custody of the Company's materials and equipment on site and protect the Company's work in progress.

## **CASH AND CREDIT ACCOUNT CUSTOMERS**

1. All new Customers will be set on a cash account. Cash account customers will be required to pay 75% of call out invoices prior to our attendance with the remaining 25% being invoiced to our standard terms. All first orders for cash account customers will be required to pay 50% of accepted

quoted works (orders) prior to materials being ordered / works being carried out. The remaining 50% will be due on completion of work.

2. Customers will be required to complete an account application form to gain a credit account. Credit accounts are subject to credit checks and references. Please refer to "Payments" for payment terms for credit account holders.

3. A business credit check will be made which will leave no footprint.

## **PAYMENT**

Accounts are payable strictly 30 days from the date of the invoice date unless otherwise stated in the contract between the Company and the Customer. No claim by the Customer under warranty or otherwise shall entitle the Customer to any deduction, retention or withholding of any part or any sums due.

The Company accepts payment via BAC's only. The Company does not store Customer banking details. The Customer is required to provide the correct invoicing address, contact number and email to the Company. The Company will not be held responsible for any accounts (invoices, statements, credit notes etc) which are sent to the incorrect location (email and address), where the client has not enclosed the correct information. The Company retain the right to not order any parts for works until receipt of funds cleared in our account.

## **DEPOSITS**

The Company reserve the right to request deposit payments on all orders exceeding **£4000 + VAT**.

## **LATE PAYMENT**

Failure of full payment by the due date from the customer, unless formally agreed between the Company and the Customer, gives the Company the rights to withhold all services to the customer until full payment has be made to the Company. The Company will apply an 8.25% late payment charge on top of the invoice value if payment is 7 days overdue. The Company reserves the right to commence legal proceedings without further notice after the 8th overdue invoice day at which the Company reserves the right to seek recovery of legal costs and interest on the outstanding amount. Customers with history of late payments with the Company, will result in the Customer's account being closed after the second contact from the Company to the Customer in relation to the outstanding amount due to the Company. The terms "NEW & CLOSED ACCOUNT CUSTOMERS" applies to all closed account Customers.

## **CALL OUTS**

Call outs will be charged at our standard rate depending on location. A minimum charge of 1 hour will be charged if we attend an aborted visit.

## **ASBESTOS**

Customers are required to inform the Company of any Asbestos within the Company's working area on the Customers site before works commence.

## **SERVICE CONTRACT, ORDERS AND CANCELLATION**

Customers are required to provide a signed service agreement to commence with the quoted service contract provided by the Company. Terms for service contracts are strictly fixed for 12

months unless otherwise agreed. Unless cancelled by the customer, the service contract will roll until the contract expiry. The Company has the rights to raise the price of the service contract after the 12 fixed months due to inflation which notification will be provided in writing if this is to occur. The months of servicing will be confirmed via email / verbally between the Customer and the Company.

The Customer will be liable for the agreed price of the service during the agreed servicing months. The Customer will be liable for 50% of the servicing fee if the service is not able to be carried out due to Customer fault. Customers with a service contract may cancel or suspend their contract between the Company and the Customer, by giving one full calendar month's advance written notice on headed paper, effective from the 1st of the following month. The customer is liable for 50% of the amount payable for the service contract if the service is due within the cancellation / suspended period. Service contracts will still be in place until cancellation on letter headed paper has been received by the Company. Should the Customer have a change of ownership or change of name, the Customer must notify the Company in writing on letter headed paper with the details of changes of the customer, stating the existing and new changes. Any agreed quotation orders that are cancelled or placed on hold by the Customer within 10 working days of the works taking place will be subject to further costs including but not limited to; cost of the materials purchased, hire equipment charges, labour charge, travel charge, fuel costs. This will also be subject to an administration charge.

## **SERVICE CONTRACT, GENERAL CONDITIONS**

Standard working hours are defined as 08:00 to 17.00 Monday to Friday, excluding public holidays.

The Company will require reasonable means of access to the equipment requiring maintenance. The Company shall be permitted to start and stop all equipment necessary to perform thus maintenance services.

The Company shall not be liable for any loss, delay, injury or damage that may be caused by circumstances beyond its control including but not restricted to acts of God, war, terrorism, civil commotion, acts of government, fire, theft, corrosion, floods, freeze-ups, strikes, lockouts, differences with workmen, riots, explosions, quarantine restrictions, delays in transportation, shortage of vehicles, fuel, labour or materials, or malicious mischief. In no event shall the Company be liable for business interruptions losses or consequential or speculative damages, but this sentence shall not relieve the Company of liability for damage to property or injury to persons resulting from accidents caused directly by the negligence of the Company in the performance of its obligation under this agreement.

The Company shall not be required to install new devices or make modifications to any equipment at the time of service or directives of insurance companies, governmental bodies, or for other reasons. Any such modifications or upgrades are subject to a quotation.

The Company shall not be required to make replacements or repairs to products under this agreement unless otherwise agreed and quoted for. During the inspection of the maintained equipment if the products reveal any defect/s, prior authorisation will be required before we carry out any works on the defective product.

Emergency services can be provided at your request.

Repairs are carried out exclusive of this agreement; any repairs that have been found upon inspection will be reported to you and you will be quoted accordingly.

All parts and labour repairs are non-inclusive.

The Company only are to maintain the product(s) mentioned in the service contract/agreement for the full term of the agreement, failure to comply with this agreement will void this contract and any compliance or product certification in place, the Company will not be liable for damages to products or persons in direct result of the failure of above-mentioned equipment.

### **MADE TO MEASURE ORDERS**

Any cancellation of made to measure products will result in the product being charged in full plus an administration charge of £40 plus vat.

### **HOLDING OF STOCK**

The Company reserve the right to make a charge for any holding of stock if orders are placed on hold by the customer. This will be calculated at a daily rate depending on the size of product stored.

### **CHANGE OF OWNERSHIP**

In an event of the Customer changing ownership and / or name, the existing customer, of whom agreed to the service contract, will be liable for the amount payable. In the case of the Customer changing ownership, the new customer will be sent a new quotation with amended customer details. In the case of the Customer changing name, the customers will be sent an amended quotation with updated customer details.

### **WARRANTY**

The Company will provide a 24-month warranty on all new fully installed products including but not limited to; Industrial Doors, Traffic Barriers, Access Control, Automatic Gates, Loading Bay equipment and Automatic Doors with a valid maintenance contract for this asset with the Company. A 12-month warranty as standard will be offered without a valid maintenance agreement in place for this asset with the Company.

The Company will offer a 12-month warranty for all new component parts installed and a 3-month warranty for all mechanical repairs. This is exclusive of batteries in wireless equipment. All repair defects must be reported within 30 days, this includes any repairs at fault of the manufacture or fault by the Company. Warranty will become invalid if new product and/or parts provided by the Company are tampered with by any other business/ persons other than direct employees of the Company. Entry Group reserve the right to terminate the warranty if the equipment or product/s have not been maintained by Entry Group within the specified 24 Month period for new products. We recommend this to be carried out every 6 months. A quotation will be provided to you on completion of works for a maintenance agreement.

The Company work diligently to ensure your project is constructed with our time proven installation methods. We are confident in our workmanship but if you feel that your finished product fails to perform properly then you must inform us within 48 hours of the installation or repair date. The Company will complete the necessary repairs to correct any problems resulting from an error in our workmanship, we will not cover any damage as a result of; Acts of God (weather conditions) vandalism, abuse, equipment left to operate unattended, vehicle damage or general wear and tear. Due to the properties of certain materials, the Company cannot be held responsible to any changes to appearance, shape or dimension due to normal ageing and exposure to the elements.

Warranty issues and defects are decided by the Company. Any visit attended and not deemed as warranty will be charged accordingly.

### **CHANGE OF TERMS AND CONDITIONS**

The Company reserves the right to change these terms and conditions at any time without prior notice. The customer can ask for a copy from the company at any given time although these are available on our website.