CONSUMER TERMS & CONDITIONS · ISSUE 1.2

Consumer Terms & Conditions

Apartment Door Survey and Works · Jewel Passive Fire Protection Ltd

DOCUMENT VERSION	Issue 1.2
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CERTIFICATION SCHEME	Bluesky Cert FDIN-115. BM TRADA Q-Mark: Fire Door Installation (STD052), Fire Door Maintenance (STD058), Fire Stopping Installation (STD05b) — Certificate No. 1927
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REVISION DETAILS	Issue 1.2 — rebuilt as a clean file; no change to the terms. Issue 1.1 (23/10/2026) — Bluesky FDM-105 removed from the certification scheme and the mobile number removed from the footer. Issue 1.0 (22/10/2026) — first issue of the consumer terms for the ADS, ADR and ADR Replacement. This document is subject to review.

Jewel Passive Fire Protection Ltd | Company Number: 12340720 | ICO Number: ZB018181
Registered Address: Argent House, 175 Hook Rise South, Surbiton, KT6 7LD
T 0208 109 1013 | E info@JewelPFP.co.uk | www.jewelpfp.co.uk

Key facts

Please read these terms before you pay the survey fee. The main points are:

What	How it works
The survey (ADS)	A visit to inspect your flat's entrance fire door. The fee is £99 + VAT (£118.80 including VAT), paid before we arrange your visit.
Your quote	After the survey we send you a written quote for any repair (ADR) or replacement. It is valid for 60 days. You are under no obligation to accept it.
The survey fee if you go ahead	We deduct the full survey fee from your final invoice.
Paying for works	Repairs: you pay nothing until the work is finished. Replacement doors: a 50% deposit when you accept the quote, and the balance when the work is finished. Pay each invoice by bank transfer within 14 days.
Your right to cancel	You can cancel within 14 days of paying the survey fee, or of accepting a quote. See clause 4 for how this works if we have already started.
What the survey covers	A visual, non-invasive check of the door, unless you ask for a measure-up or invasive check when you arrange your survey. It does not replace your building's Fire Risk Assessment.
Permission	Before you accept a quote, you must follow your building's process and get any permissions and approvals the works need, such as a licence to alter or building control approval for a new door.
Our guarantee	12 months on our workmanship, on top of your legal rights.
Problems	Contact us first at info@jewelpfp.co.uk. Clause 13 sets out how we handle complaints.

1. About us and these terms

1.1 We are Jewel Passive Fire Protection Ltd ("Jewel PFP", "we", "us"), a company registered in England and Wales, company number 12340720. Our registered office and trading address is Argent House, 175 Hook Rise South, Surbiton, KT6 7LD. You can contact us at info@jewelpfp.co.uk.

1.2 These terms apply when you, as a private individual, arrange a survey or works for your own home ("you"). They do not apply to managing agents, freeholders, landlords letting as a business or other business customers, who are covered by our business Terms & Conditions.

1.3 Your contract with us is made up of these terms, the details of your booking and, if you accept one, our written quote. If they conflict, the quote takes priority over these terms.

1.4 Anything we agree with you that changes these terms must be in writing, for example by email.

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2. Our services

2.1 **Apartment Door Survey (ADS).** A visit by one of our operatives to inspect the entrance fire door to your flat (the "doorset": the door leaf, frame, seals, glazing, ironmongery and the gap and fire stopping around the frame). We record what we find and send you a report and, where works are recommended, a quote.

2.2 **Measure-up and invasive check.** If you ask for it when you arrange your survey (for example because you are considering a replacement door), we will also measure the opening and carry out a limited invasive check at the same visit, at no extra charge. If you did not ask for it in advance and a further visit is needed, that visit is chargeable.

2.3 **Apartment Door Remediation (ADR).** Repairs to your existing doorset to put right the faults found at the survey, as set out in your quote.

2.4 **ADR Replacement.** Supply and installation of a new doorset where repair is not possible or you prefer a replacement, as set out in your quote. If we did not measure up at the survey, the quote will include the cost of a further visit to do so.

2.5 We carry out our services with reasonable care and skill, using suitably trained operatives, and in line with the fire safety law, Building Regulations and British Standards that apply to the work at the time.

3. Booking and the survey fee

3.1 To arrange a survey, you pay the survey fee of £99 + VAT (£118.80 including VAT) by card through our payment provider, Stripe, using the link we send you. If you cannot pay by card, or you need several surveys, we may send you a quote or invoice instead, payable by bank transfer before the visit.

3.2 Our contract for the survey starts when we receive your payment. Paying the fee does not by itself fix a date for the visit (clause 3.4). When we receive your payment, we email you a copy of these terms and the cancellation form (Appendix A) as a PDF.

3.3 When you arrange your survey, please give us any information you have about your door, such as a fire risk assessment or fire door survey report, photos, or an email from your managing agent. We will rely on this information being accurate.

3.4 We will contact you after your payment to agree a date for the visit. We aim to do this within 2 working days. Your survey is booked once we have agreed a date with you.

3.5 If you go ahead with remediation or replacement works, we deduct the full survey fee from your final invoice. If you do not go ahead, the survey fee covers the visit and our report and is not refunded, except where you cancel under clause 4 or we fail to carry out the survey. We may, at our discretion, refund the survey fee in other cases, for example where problems affecting the wider building mean we cannot give you a quote or carry out works.

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4. Your right to cancel

4.1 You have a legal right to cancel your contract with us within 14 days without giving a reason. The 14 days run from the day we receive your survey fee, and separately from the day you accept a quote for works.

4.2 To cancel, tell us clearly before the 14 days end, by email to info@jewelpfp.co.uk or by letter. You can use the form in Appendix A, but you do not have to.

4.3 **If you ask us to start within the 14 days.** When you pay the survey fee, you can ask us to carry out the survey within the 14-day period. If you do and then cancel:

1. before the visit, we refund the full survey fee;
2. after the visit has taken place, you lose the right to cancel the survey, because the service has been fully provided and you agreed to this when you asked us to start early.

4.4 If you ask us to start works, or to order a replacement doorset, within the 14 days of accepting a quote and then cancel, you pay a fair amount for the work done up to the time you tell us. For a replacement, this includes the cost of a doorset already made or ordered for you that cannot be returned or used elsewhere. We deduct this from your deposit and refund the rest.

4.5 We will refund any money due to you within 14 days of the day you tell us you are cancelling, using the method you paid with.

4.6 **Cancelling or moving an appointment.** Outside the 14-day period you can still cancel or move your survey or works appointment at no charge, as long as you tell us at least 24 hours before it. If we cannot get in on the agreed date see clause 7.3.

4.7 **If we need to cancel.** We may cancel if we find that we cannot safely or lawfully carry out the survey or works (for example under clause 9.5). If we do, we refund anything you have paid for services not provided.

5. Quotes and accepting them

5.1 After the survey we send you a written quote by email. It sets out the works, the price including VAT, the survey fee deduction and any assumptions we have made.

5.2 A quote is valid for 60 days from the date on it, unless it says otherwise. You do not have to accept it.

5.3 You accept a quote by clicking Accept on the online quote, or by confirming in writing. Our contract for the works starts when you accept, and your 14-day cancellation right under clause 4 runs from then.

5.4 Once you have accepted, we contact you to agree a date for the works. Dates we give are our best estimate. We will tell you as soon as possible if we need to change a date and agree a new one with you.

5.5 **Things we could not see at the survey.** Our quote is based on what we could see and the information you gave us. If, once work starts, we find something we could not reasonably have seen, such as hidden damage, missing fire stopping behind the frame or a problem with the wall around the door, we will stop that part of the work, explain what we have found and give you a written price for any extra work. We will not do extra work or charge you for it unless you agree.

5.6 If you decide not to have the extra work done, we will tell you whether we can still finish the original works safely and to the right standard. If we cannot, we will finish only what we safely can and charge only for the work done.

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6. Price and payment

6.1 All our prices for customers under these terms include VAT at the current rate. If the VAT rate changes before we invoice you, we will tell you and the price will change by that amount.

6.2 **Survey fee.** Paid in full before we arrange your visit (clause 3.1).

6.3 **Works.**

(a) Repairs (ADR). You do not pay anything for repair works until they are finished. When they are complete we send you a handover pack and an invoice for the quoted price (plus any extra work you agreed under clause 5.5), less the survey fee you have already paid.

(b) Replacement doors (ADR Replacement). A replacement doorset is made to measure for your doorway. When you accept a quote for a replacement, we invoice you a deposit of 50% of the quoted price, including VAT. We order your doorset once the deposit is paid. When the works are complete we send you a handover pack and an invoice for the balance: the quoted price (plus any extra work you agreed under clause 5.5), less the deposit and the survey fee you have already paid.

(c) We will not order your doorset until your 14-day cancellation period under clause 4.1 has ended, unless you ask us to order it sooner. If you cancel before we have ordered it, we refund your deposit in full under clause 4.5.

6.4 Please pay the invoice by bank transfer within 14 days of the invoice date, using the bank details and reference on the invoice.

6.5 If you think something on the invoice is wrong, tell us as soon as you can. You only need to pay the part you do not dispute while we look into it.

6.6 If you do not pay on time we may charge interest on the overdue amount at 4% a year above the Bank of England base rate from the due date until payment. We will remind you before taking any further step to recover the debt.

6.7 Materials we bring remain ours until we have been paid for them, except once they are fixed into your door or wall.

7. Access and your home

7.1 Please make sure an adult is at home at the agreed time, that we can reach both sides of the door and the corridor outside it, and that the area around the door is clear.

7.2 Please tell us before the visit about anything that affects safety, such as asbestos you know of, pets, or anyone at home who may need extra help. We will rely on what you tell us.

7.3 If we arrive at the agreed time for works and cannot get in, or cannot work safely, and you did not tell us at least 24 hours before, we may charge a missed-appointment fee of £360 including VAT (£300 + VAT) to cover the wasted visit. There is no missed-appointment fee for a survey visit, but if we cannot get in the survey fee is charged again to rebook it. We will not charge either if the reason was outside your control.

7.4 We will look after your home while we work, protect floors near the door, and take away the waste from our work.

7.5 If we find or suspect asbestos or another hazardous material, we will stop work in that area, leave it undisturbed and tell you. We cannot continue until it has been checked by a specialist, which you or your freeholder would arrange. We will agree any new date and any extra cost with you before going ahead.

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8. What the survey can and cannot tell you

8.1 The survey is a visual, non-invasive inspection, unless you asked for a measure-up and invasive check under clause 2.2. A visual inspection cannot confirm what is hidden inside the door or wall, such as the door's core, concealed intumescent strips or fire stopping behind the frame or architraves, or the fire resistance of the wall itself.

8.2 We record what we can see and the documents you give us. We will not state that your door has a fire rating, or that it is certified or compliant, unless the evidence supports it, for example a label or plug in the door, or certification paperwork. Where the evidence is missing we will say the rating is unconfirmed.

8.3 Our survey and report are for you and for the purpose of deciding what works your door needs. It is your responsibility to pass them on to your managing agent, freeholder, Fire Risk Assessor or anyone else who needs them. You may also share them with your insurer or a regulator. They are not a Fire Risk Assessment and should be used to inform one, not replace it.

8.4 We are not responsible for faults that could not reasonably have been found within the scope of the survey you asked for. This does not affect our duty to carry out the survey with reasonable care and skill.

9. Works, materials and building safety

9.1 **Permission and your building's process.** Your lease will usually make you responsible for organising and paying for works to your flat entrance door. Your freeholder, managing agent or building management will usually also have some control over it, because of its part in the building's fire safety. Before you accept a quote you must follow your building's own process and get any permission you need from whoever you need it from (for example, a licence to alter). We may ask you to show us that permission before we start.

9.2 **Higher-risk buildings.** If your building is at least 18 metres or 7 storeys tall, we will also need written confirmation, such as an email, from the building's Principal Accountable Person before we carry out any works. You can arrange the survey without it.

9.3 **Approval for a replacement door.** Replacing a flat entrance door needs building control approval: from the Building Safety Regulator in a higher-risk building, or from a building control authority in any other building. Getting this approval is your responsibility, and we will need to see it before we install a new door.

9.4 **Ironmongery.** We always fit new ironmongery (locks, cylinders, escutcheons and the rest of the set) on any doorset we install or replace. We do not reuse your existing ironmongery, and its cost is included in the quote.

9.5 **Safe and lawful work.** We must comply with Building Regulations and the Building Safety Act 2022. If going ahead would result in work that is unsafe or does not meet those rules, we will explain why and may decline that part of the work. We will not charge you for work we do not carry out.

9.6 **Repairs to an existing door.** Where we repair a door and there is no full test evidence for the door as a whole, we will carry out the repairs with reasonable care and skill using suitable products, but the repairs cannot guarantee a specific fire or smoke performance. Your quote will say when this applies.

9.7 **Doors or parts you supply.** If you supply a door, frame or parts for us to fit, we are responsible for fitting them with reasonable care and skill, following the manufacturer's instructions you give us. We are not responsible for the fire performance or certification of products you supply.

9.8 **After we finish.** Please do not alter, drill, or fit anything to the door or frame after our works, and do not let others do so, without checking with us or your managing agent. Changes made by others can affect the door's fire performance and are not covered by our guarantee.

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10. Our guarantee and your legal rights

10.1 We guarantee our workmanship for 12 months from the date the works are completed. If a fault caused by our work appears in that time, tell us in writing and we will inspect it and, if it is down to our work, put it right free of charge.

10.2 The guarantee does not cover normal wear and tear, damage, misuse, or changes made to the door by you or anyone else after we finish (clause 9.8).

10.3 This guarantee is in addition to your legal rights. Under the Consumer Rights Act 2015 our services must be carried out with reasonable care and skill, and any goods we supply must be as described, of satisfactory quality and fit for purpose. If they are not, you are entitled to ask us to repeat or fix the service, or to a price reduction where that is not possible. For goods, you may be entitled to a repair, replacement or refund. Nothing in these terms affects these rights. Citizens Advice can tell you more about them.

11. Our responsibility for loss or damage

11.1 We are responsible to you for loss or damage that is a foreseeable result of our breaking this contract or failing to use reasonable care and skill. Loss or damage is foreseeable if it is obvious it would happen, or if we both knew it might happen when the contract was made.

11.2 If we damage your property while working, we will make good the damage or pay you the reasonable cost of doing so. We hold public liability insurance of at least £5,000,000.

11.3 We do not exclude or limit our liability where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, and for breach of your legal rights described in clause 10.3.

11.4 We supply our services for domestic and private use only. We are not responsible for any loss of profit, loss of business or business interruption.

11.5 We are not responsible for faults in parts of your building that our works did not cover, such as the wall around the door, other doors, or the building's wider fire safety measures, unless our work caused them.

12. Your information

12.1 We use your personal information to arrange and carry out the survey and works, to send you quotes, invoices and your handover pack, and to keep the records the law and our certification schemes require. We handle it in line with UK GDPR and the Data Protection Act 2018, as explained in our privacy notice at www.jewelpfp.co.uk/privacy.

12.2 We do not share your survey findings or handover pack with your managing agent, freeholder or anyone else unless you ask us to or the law requires us to. It is up to you to pass them on to anyone who needs them (clause 8.3).

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13. Complaints and disputes

13.1 We want to hear how we did. We will send you a link to a short feedback form with your survey report or quote, and again with your final invoice.

13.2 If you are unhappy with anything we have done, you can make a formal complaint by emailing info@jewelpfp.co.uk with "Complaint" in the subject line, or by asking us for our complaint form. We will acknowledge your complaint within 5 working days and aim to give you a full reply within 20 working days.

13.3 We are not a member of an alternative dispute resolution scheme. If we cannot resolve your complaint, you can get advice from Citizens Advice.

13.4 Nothing in this clause stops you taking your claim to court.

14. General

14.1 We may use trained subcontractors for some work. We remain responsible for their work.

14.2 We are not responsible for delays caused by events outside our reasonable control, such as severe weather, illness, supplier delays or restricted access to the building. We will tell you as soon as possible and agree a new date. If the delay lasts more than 90 days you may cancel and we will refund anything you have paid for services not provided.

14.3 This contract is between you and us. Nobody else has any rights under it. You may not transfer it to someone else without our agreement.

14.4 If a court finds part of these terms invalid, the rest will still apply.

14.5 These terms are governed by the law of England and Wales, and the courts of England and Wales deal with any dispute about them.

14.6 We may update these terms from time to time. The version that applies to you is the one in force on the date you pay the survey fee, or on the date you accept a quote for works.

Appendix A – Cancellation form

Complete and return this form only if you want to cancel. Email it to info@jewelpfp.co.uk or post it to Jewel Passive Fire Protection Ltd, Argent House, 175 Hook Rise South, Surbiton, KT6 7LD.

I hereby give notice that I cancel my contract for the following service:

- Service (survey / works) and quote or booking reference: _____
- Survey fee paid on / quote accepted on: _____
- Name: _____
- Address of the property: _____
- Signature (only if sending on paper): _____
- Date: _____

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