

Terms and Conditions &
Workmanship Guarantee
Millers Roofing Services Limited

These Terms and Conditions apply to all works carried out by Millers Roofing Services Limited ("the Company") and form part of any quotation, invoice, or contract issued by the Company. By accepting a quotation, instructing the Company to proceed with works, making payment for works, or allowing works to commence, the Client confirms that they have read, understood, and agreed to these Terms and Conditions. These Terms include the Company's Workmanship Guarantee Policy and outline the responsibilities of both the Company and the Client.

1. Guarantee Period

The workmanship guarantee period will be stated within the Company's quotation, invoice, or completion documentation and may typically be 10, 15, or 25 years depending on the works completed.

2. Acceptance of Quotations

A quotation shall be deemed accepted where the Client confirms acceptance in writing or by email, signs the quotation, pays a deposit, instructs the Company to proceed, or allows works to commence.

3. Scope of Workmanship Guarantee

This guarantee covers defects arising solely from faulty workmanship in roofing works carried out by the Company.

4. Materials and Manufacturer Warranties

Materials supplied and installed may be subject to manufacturer warranties governed by the manufacturer's terms.

5. Access for Inspection

The Client must provide safe and reasonable access to the roof and property for inspection.

6. Reporting Defects

Any suspected defect must be reported to the Company within fourteen days of the issue first becoming apparent.

7. Evidence of Defect

The Company may request photographic or video evidence before arranging inspection.

8. Maintenance Requirements

The Client is responsible for ensuring routine maintenance including clearing gutters and removing debris.

9. Partial Roof Works

Where works are carried out to only part of a roof, the guarantee applies solely to the specific areas worked on.

10. Surrounding Roof Areas

The Company cannot guarantee surrounding roofing components that were not replaced as part of the works.

11. Temporary and Minor Repairs

Temporary or emergency repairs may not carry long term guarantees unless stated in writing.

12. Weather and Storm Damage

Damage caused by severe weather conditions including storms, high winds, hail or flooding is not covered.

13. Condensation and Ventilation

The Company shall not be responsible for issues caused by condensation or inadequate ventilation.

14. Natural Ageing of Materials

Roofing materials naturally age and deteriorate over time due to environmental exposure.

15. Internal Damage and Consequential Loss

The Company shall not be liable for internal damage including ceilings, plasterwork, decoration, flooring or belongings.

16. Third Party Repairs

Repairs carried out by third parties without written consent may invalidate the guarantee.

17. Call Out Charges

If inspection determines the issue is not covered by the guarantee a reasonable call out fee may apply.

18. Payment Terms

Payment for completed works is due within 24 hours of completion or issue of the final invoice.

19. Retention of Title

All materials supplied remain the property of Millers Roofing Services Limited until full payment has been received.

20. Payment and Activation of Guarantee

The workmanship guarantee becomes valid only once full payment has been received.

21. Guarantee Transfer

Guarantees may be transferred subject to written notification within 90 days and payment of a £50 administration fee.

22. Cancellation and Costs Incurred

Where works are cancelled after acceptance of a quotation the Company may charge for costs already incurred.

23. Force Majeure

The Company shall not be liable for delays caused by events beyond its reasonable control.

24. Entire Agreement

These terms together with the quotation and invoice form the entire agreement between the Company and the Client.

25. Governing Law

These terms are governed by the laws of England and Wales.

26. Colour Variation and Material Appearance

Minor colour differences between new and existing roofing materials do not constitute defects.

27. Reasonable Tolerance in Roofing Work

Minor alignment or spacing tolerances are considered normal and not defects.

28. Cosmetic Imperfections and Final Payment

Minor cosmetic imperfections that do not affect performance are not grounds for withholding final payment.

29. Right to Suspend or Recover Costs

The Company reserves the right to suspend works or pursue recovery of outstanding balances including reasonable legal or collection costs.

30. Interest on Overdue Payments

The Company reserves the right to charge interest on overdue balances in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

31. Payment & Late Payment Terms

Payment Terms

Payment is due within 24 hours of completion of the works unless otherwise agreed in writing. Payment may be made by bank transfer or any other method agreed with the Company.

Late Payment

If payment is not received within 24 hours of completion, the Company reserves the right to charge interest on overdue balances where permitted by law.

Recovery of Outstanding Balances

If payment remains outstanding, the Company reserves the right to take steps to recover the unpaid balance. Any reasonable costs incurred in recovering overdue payments, including administration fees, legal costs, and debt recovery costs where permitted by law, may be added to the outstanding balance.

Suspension of Works

The Company reserves the right to suspend any ongoing or future works until any outstanding balance has been paid in full.

Last Updated: March 2026