

Overview

The Homefit Policy is in place to ensure we protect both our customers and installers and ensure we only install:

- Where we are qualified to do so and have the appropriate tradesmen in place
- Where we have the correct insurance cover in place
- Products fit for the purpose they are planned for
- Products where fitting does not create health and safety issues for the installer and/or the end user

The policy outlines:

- Items that B&Q will not install or will ONLY install with prior authorisation of your Homefit Centre Manager
- Locations where B&Q is not permitted to install or ONLY where authorisation of Homefit Centre Manager is confirmed

Please ensure that you are familiar with the policy, and any exclusions or areas where authorisation is required from the Homefit Centre.

Remember - If in doubt, ask your local Homefit Centre first.

The following pages detail the policy in full.

What B&Q install ONLY with prior authorisation of Homefit Centre Manager

	Product	Labour
Kitchens	<ul style="list-style-type: none"> ■ Product from other retailers/supplier, tiles or appliances where this is part of a complete customer project and the majority of product is purchased from B&Q ■ Vinyl flooring* ■ Aga or wood burners 	<ul style="list-style-type: none"> ■ Ducting above a height of 2.4 metres – subject to scaffolding and platform costs ■ Ducting through non-standard construction walls, i.e. granite/stone will be subject to additional costs ■ Surveys that have been carried out off plan ■ Projects that have been planned 'off plan' into new extensions (2nd survey fee will apply)* ■ Cutting a laminate worktop into a full curve
Bathrooms	<ul style="list-style-type: none"> ■ Product from other retailers/supplier, tiles or appliances where this is part of a complete customer project and the majority of product is purchased ■ Vinyl flooring* ■ Splash wall panels to a full room 	
Tiling	<ul style="list-style-type: none"> ■ Granite, slate, quartz, marble, glass, quarry, metal, reactive, liquid filled or unusual shaped tiles 	

*These items may be installed as part of our Homefit In Aisle offering.

What B&Q do not install

	Product	Labour
Kitchens	<ul style="list-style-type: none"> ■ Installation of existing appliances, which have no manufacturers instructions or were not previously identified as working correctly ■ Re-use of second hand consumables ■ Boilers* or complete central heating systems ■ Belfast sinks into laminate work surfaces 	<ul style="list-style-type: none"> ■ Building extensions ■ Structural work (B&Q do install linear metre support walls for toilets or basins) ■ Removal of walls or floors (B&Q will remove floorboards where necessary for a wet zone area tray requires it to make level with the rest of the room) ■ Blocking up existing or creating new doorways ■ Full room division to separate a room in two ■ Boilers or complete central heating system ■ Private work
Bathrooms	<ul style="list-style-type: none"> ■ Installation of existing appliances, which have no manufacturer's instructions and that were not previously identified as working correctly ■ Wooden flooring* (solid, parquet, block, some laminates) ■ Carpet* ■ Tiles on top of existing tiles 	<ul style="list-style-type: none"> ■ Ducting out through a roof ■ Installation of or connection to aerial/satellite cable etc ■ Additional radiators to existing central heating systems ■ Electrical Inspections (periodic reports)* ■ Full property rewire ■ Replacement of fascias or worktops only ■ Underfloor heating to laminate, wood or carpet
Tiling	<ul style="list-style-type: none"> ■ Carpet* 	

*These items may be installed as part of our Homefit In Aisle offering.

Where B&Q install ONLY with prior authorisation of Homefit Centre Manager

Guidelines to installing in above first floor, i.e. flats or apartments

Minimum HFC requirements

- The Homefit Centre must be set up as a joint site with B&Q To Home. To Home have specifically trained HGV drivers who already deliver to flats regularly on a supply only basis.
- Due to health and safety regulations, it is advisable for the Homefit Centre to have identified and be able to allocate the installation to a fitting team with 5 employees or more that has £5m plus public liability insurance
- A copy of the full insurance policy is required and must be filed in the Homefit Centre before the installation is booked to ensure there are no exclusions

Minimum fit site requirements

- All flats require their own independent supply of water, gas, electric or oil that can be isolated without affecting any other residency
- There must be no requirement for a crane or lifting equipment to deliver the product, all access should be through main property doors
- A risk assessment of the work area must be carried out to establish where the cutting of products will take place. The current survey document is adequate as a suitable risk assessment and should be completed with the suitability of the site to be used as a work place
- No work is to be carried out on the pavement or outside the premises/public/shared areas unless permission is received in writing from the Landlord. Where permission is received we must ensure there is no risk to members of the public in the work area, i.e. children playing coming into contact with drills, waste etc
- Special consideration for storage, getting products/appliances into premises and up stairs (granite worktops etc) and removing waste from site must be undertaken before sale, in particular where property is above commercial premises
- Care must be taken to ensure correct manual handling techniques/procedures are followed and two man lifts are made where appropriate. All necessary controls must be in place to prevent injury whilst manually handling products/appliances, e.g. securely within packaging to prevent injury on sharp edges (e.g. range cookers) and Personal Protective Equipment (PPE) used where appropriate, i.e. gloves, steel toe capped shoes etc
- Installers must be aware that any damages caused to communal areas during transportation of material to the flat must be reported to the Homefit Centre and is the responsibility of the installer
- Notification should be made by the Homefit Centre to the freeholder/managing agent of the work to be undertaken.

Product Restrictions

- Installing Gemstone, Earthstone and custom fitted granite or quartz work surfaces into flats is subject to survey this is due to access and lifting requirements.
- Ducting above a height of 2.4 metres from ground level will require additional scaffolding and platform, costs are subject to survey. Due to health and safety regulations, the Homefit Centre must have identified and be able to allocate the installation to a fitting team that comply with the relevant working at height regulations and have appropriate insurance

Extra Charges

- Where parking charges are in force or additional time and effort is taken to access the property additional costs may be incurred by the customer, subject to survey

If in doubt, checks must be undertaken with the Homefit Centre Manager BEFORE completing the sale to ensure that installation is practical.

B&Bs – We can install in a B&B where the product is deemed suitable for the size of B&B and only with the approval of the Homefit Centre Manager.

Where B&Q do not install

The B&Q Product Range is for domestic use only and should not be sold or installed in "Non domestic" properties which include but not limited to:

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|-----------------------|--|---|
| ■ Commercial premises | ■ Community centres/
schools/colleges | ■ Scout huts |
| ■ Industrial premises | ■ Hotels | ■ Caravans, mobile/static
homes, boats, barges etc |
| ■ Residential homes | ■ Churches | ■ Sports/social clubs |

Both B&Q's and our Installers Public Liability Insurance do not meet with the legal requirements for carrying out work in Non Domestic environments.

In addition, local authority requirements governing H&S and suitability of product restrict us from installing goods in these buildings.

No Installations should be sold into these or similar buildings – when in doubt please contact Homefit Centre Manager.

Special Information Building Regulations (Non Exhaustive List)

- Where asbestos is identified or suspected at any point B&Q will work with the customer to manage it appropriately and safely.
- Conversion of any room into a bathroom will require planning consent from the Local Authority Planning Application Department & Building Control Departments
- Any electrical work carried out will require certification and probably notification to local authority building control. This work must be carried out by a registered competent person under B&Q vendor requirements. See approved document P
- Any un-vented cylinder installed or worked on must be carried out by a qualified competent registered person
- New (not replacement) baths and installations for vulnerable/disabled persons must have a device fitted to prevent water temperature exceeding the temperature listed in the approved document G. All water points for domestic use in new installations should be supplied by wholesome water (not replacement)
- Any new ventilation work, extraction fan/cooker hood/etc, will require notification to local authority building control. See approved document F
- Downlights fitted in a ceiling where they have not previously been, are required to be fire rated or installed with a smoke hood if there is an area above the installation area which has the potential now or in the future to be used for domestic use or likely to be converted to such. See approved document B
- All gas works must be carried out by a Gas Safe registered installer with the required competency for the scope of installation
- Soil & waste pipework will require notification to local authority building control by use of a registered competent person. To move the external soil stack may also need to be approved by the local planning control depending on geographical position. See approved document H
- Further details on standards and building regs can be found in the B&Q Installations Quality Manual

Installation Warranty Policy

Homefit Service offer a guarantee against faulty workmanship. All work carried out is guaranteed against faulty workmanship from the date the installation is completed for the period stated on the customer guarantee document. The guarantee only extends to faulty workmanship and does not cover accidental damage, abuse, neglect, routine services matters or adverse conditions e.g. steam cooking constantly.

Should a customer sell their property the warranty is transferable to the new owner. Where the new owner wishes to make a claim under the guarantee they should provide evidence of their ownership of the property together with a copy of the guarantee.

The customer's warranty on product will differ from product to product and will not necessarily be the same as the length of the installation warranty.