

Service agreement for home repairs and installations

THE PARTIES

Provider (name or business)

Tax ID or registration number

Provider address

Provider phone

Customer (full name)

Customer phone

Job address

Customer email

1. WHAT THE JOB IS

☐ Plumbing

☐ Electrical

☐ Heating and air conditioning

☐ Other: _____

Description of the work

2. PRICE AND PAYMENT

Labour

Materials (estimate)

Call out

Estimated total

Deposit received

Payment: cash, card or bank transfer

The final price can exceed the estimated total only if the customer agrees, in writing or by message, before any extra work starts.

The balance is paid when the work is signed off, within _____ days.

3. DATE AND DURATION

Date of the visit

Arrival window

Estimated duration

If either party cannot keep the date or window, they tell the other as soon as possible and agree a new date together.

4. THE PROVIDER AGREES TO

Carry out the work to the applicable technical standards, with qualified staff who hold any licence the law requires.

Use new materials or materials approved by the customer.

Leave the work area clean and explain to the customer what was done and how to use it.

5. THE CUSTOMER AGREES TO

Give access to the job address on the agreed date and in the agreed window.

Tell the provider about any known risk, such as hidden pipes or cables.

Pay the agreed price on time.

6. WARRANTY

Labour is guaranteed for _____ months from sign off. Materials carry the manufacturer's warranty.

The warranty does not cover damage from misuse or work done by anyone else.

This warranty does not limit any rights the customer has by law.

7. CANCELLATION

The customer can cancel or move the visit free of charge at least _____ hours before.

If cancelled later, or if the provider cannot get access, the customer pays a call out fee of _____.

8. SIGN OFF

Comments at sign off

At the end, both parties check the work together. The customer's comments are written below.

9. FINAL TERMS

Disagreements are first settled amicably, then by the competent courts.

This agreement is made in two copies, one for each party.

Provider, signature

Customer, signature

Date
