

# Terms and Conditions for Smile Locksmith Ltd

Last Updated: March 2026

## 1. Services Provided

Smile Locksmith Ltd provides professional locksmithing services, including but not limited to emergency entry, lock repairs, and lock installations. We reserve the right to refuse service for any reason, including safety concerns, lack of proof of authority, or legal access disputes.

## 2. No Call-Out Fee & Quotes

- **No Call-Out Fee:** We do not charge a fee simply for attending your property to provide a quotation or to perform agreed-upon work.
- **Quotes:** Our charges are based on the specific quote provided for the work required.
- **Estimates:** All quotes provided over the phone or via email are **estimates**. The final price will be confirmed on-site before work begins.

## 3. Cancellations and Access

- **Cancellation Fee:** If a booking is cancelled by the customer **after** the locksmith has been dispatched or has arrived, and the cancellation is due to no fault of the locksmith, a **Cancellation Fee** will apply.
- **Fee Structure:** The cancellation fee is calculated based on the distance traveled and ranges from **£40 to £80**.
- **Access:** If we arrive at the scheduled time and cannot perform the work because you are not present or do not have the legal authority to grant access, the Cancellation Fee will apply.

## 4. Payment Terms

- **Immediate Payment:** Payment is due immediately upon completion of the work.
- **Accepted Methods:** We accept **Cash** and **Bank Transfer** only.
- **Retention of Title:** All parts remain the property of **Smile Locksmith Ltd** until the invoice is paid in full.

## 5. Right to Cancel & Express Request for Early Commencement

- **The 14-Day Rule:** Under UK consumer law, you normally have a right to cancel a booking within 14 days.
- **Express Request:** By booking a service to be delivered **on any date within 14 days of the booking request** (including emergency call-outs or scheduled repairs), you are making an **express request** for the service to commence before the end of the statutory 14-day cancellation period.
- **Loss of Right to Cancel:** Once the locksmithing service has been **fully performed** (e.g., the door is opened, repaired, or replaced), you acknowledge that your right to cancel is lost, and the full quoted amount is payable.
- **Partial Services:** If you cancel after work has started but before completion, you agree to pay for the service provided and any parts installed up to the point of cancellation.

## 6. Liability and Damage

- **Entry Methods:** Our priority is non-destructive entry. If destructive entry (e.g., drilling) is required, we will inform you before proceeding.
- **Existing Damage:** We are not liable for pre-existing damage to doors, frames, or hardware.
- **Limited Liability:** Our total liability shall not exceed the total price paid for the services provided.

## 7. Warranty

- **Parts & Labour:** We provide a **12-month warranty on both parts and labour** from the date of service.
- **Exclusions:** This warranty does *not* cover:
  - Faults caused by misuse, neglect, or accidental damage.
  - Attempts to repair or tamper with the hardware by a third party.
  - Normal wear and tear over time.
- **Claims:** To make a warranty claim, please contact us with your original receipt or proof of service.

## 8. Proof of Authority

By booking our services, you warrant that you have the legal right to grant access to the property. We may request proof of ID or residency before beginning work.

## 9. Contact Information

- **Email:** [smilelocksmith@gmail.com](mailto:smilelocksmith@gmail.com)
- **Phone:** 07951139355
- **Website:** [www.smilelocksmith.co.uk](http://www.smilelocksmith.co.uk)