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www.keironcheesbrough.com

Keiron Cheesbrough Ltd · Registered in England and Wales · Company no. 11885860 · VAT GB 318 9406 84

Website Use Policy

Version 1 · Valid from 31 August 2026

This policy explains how you may use www.keironcheesbrough.com, accounts on the site, and messages we send about an enquiry or a job.

It is not the contract for a sale or an installation. That contract is the quote you accept, and the conditions printed on it.

Who We Are

Keiron Cheesbrough Ltd is a private limited company registered in England and Wales, company number 11885860.

Registered office: 97c Alexandra Road, Tipton, West Midlands, DY4 8TD, United Kingdom

VAT number: GB 318 9406 84

Telephone: 0121 295 1925

Email: info@keironcheesbrough.com

Contact: https://keironcheesbrough.com/contact

Using the Site

You can use this site to find out about our work, ask for a quote, manage an account, read help guides and contact us.

By using the site you agree to this policy. If you do not agree, do not use the site.

You must be 18 or over to create an account or to request work. Someone 18 or over must be on site when we attend.

Help guides describe typical kit. They are not a specification for your job. Pictures are illustrative.

We try to keep the site working and up to date. We do not promise it will always be available.

Accounts

Some pages need an account. Give accurate details and keep your password private. You are responsible for activity on your account.

Tell us at once if you think someone else has used it. We may suspend or close an account if the details are wrong, if it is misused, or if we need to protect the site or other customers.

Creating an account does not start a contract for work. A contract starts when you accept a quote in the way that quote says.

How We Contact You

If you enquire, hold an account, accept a quote or have a job with us, we may contact you about that work by email, text or phone. That includes survey times, appointment reminders, engineer arrival, invoices and payment follow-ups. Those messages are not marketing.

Some of those calls are automated or recorded. We use them only for reminders and scheduling, not to sell you something else.

You can ask us to stop automated calls at any time. Email info@keironcheesbrough.com, call 0121 295 1925, or use the contact page. We will stop.

Marketing emails, newsletters and promotional texts are separate. Those are covered by the privacy policy (https://keironcheesbrough.com/privacy). We do not add you to a newsletter unless you have subscribed and confirmed. You can turn marketing texts off in your account.

Quotes, Orders and Buying

A request through the site is an enquiry. We do not have to quote, and we do not have to take the work.

Prices on the website, if shown, are a guide. The price that matters is the figure on the written quote. VAT is charged as stated on that quote or invoice.

We may decline an enquiry, refuse an order, or withdraw a quote at any time before you accept it.

Once you have accepted a quote, that quote is the contract for that job. We may still stop or cancel the job if we cannot obtain the kit, cannot get safe access, cannot complete the work to a safe or legal standard, or another reason outside our reasonable control arises. If we cancel in those circumstances we will tell you and refund any money you have paid for goods or work we have not supplied. We will not use this to cancel without a reason after you have accepted.

When you accept a quote, the conditions on that quote are the contract for that job. If this policy and an accepted quote ever disagree about the job — price, payment, access, cancellation or who owns the kit — the quote wins for that job.

This policy does not take away rights a consumer has under UK law.

What You May and May Not Do

You may:

- use the site for a genuine enquiry or an existing job
- print or save a page for your own records
- link to a public page in a way that is not misleading

You must not:

- try to break, overload or probe the site or anyone's account
- scrape the site in bulk or harvest contact details
- copy our content, photos or help guides to pass our work off as yours
- post or send anything unlawful, abusive, or that pretends to be us
- use the site to send spam or to upload harmful software
- share a login, or let someone under 18 place work through your account

We may block an address, close an account, or report misuse.

Our Content and What You Send Us

Pages, photos, logos, help guides and wording on this site belong to Keiron Cheesbrough Ltd or to people who licensed them to us.

If you send us photos, plans, documents or other files so we can quote or do the job, you confirm you are allowed to send them. We use them to price, plan and carry out the work. How long we keep them is in the privacy policy (https://keironcheesbrough.com/privacy).

Other Sites and Apps

This site links to manufacturer apps and other companies, such as Hik-Connect, ProControl+ and Ring. Those products have their own terms and privacy rules. We do not control them.

Cloud subscriptions after any included period, app stores and manufacturer warranties are between you and that supplier unless the quote says we are handling them.

Cookies and Personal Data

How we use personal data and cookies is in the privacy policy (https://keironcheesbrough.com/privacy).

Changes

We may change pages or this policy. The version on this page is the current one. A change here does not rewrite a quote you have already accepted.

If Something Goes Wrong

UK law does not let a company exclude liability for death or personal injury caused by its negligence, or for fraud. We do not try to. Apart from that:

For use of the website itself — reading pages, using an account, sending a form — we are not liable for loss of profit, loss of business, loss of data, or any indirect loss. The site and the help guides are not a substitute for a survey or a written quote.

Liability for an install, for goods we supply, or for a missed appointment is dealt with in the accepted quote for that job.

If you deal as a consumer, your statutory rights are not affected.

A problem with a job: make a complaint.

A serious concern about safety, law, money or how people are treated: speak up.

Payment

When payment is due is set out on the quote or invoice. If neither states a due date, payment is due on completion of the work or on delivery of the goods, whichever applies to that job.

If an invoice is overdue we may send reminders and, where the contract allows it, instruct a recovery agent. Commercial debts may attract statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998 where that Act applies.

Law

This policy is governed by the law of England and Wales. The courts of England and Wales have exclusive jurisdiction.

Contact

Questions about this policy: info@keironcheesbrough.com or 0121 295 1925.