

Terms of Service

Welcome to our website ("we", "us", or "our"). These Terms of Service govern your use of our website and services.

By accessing our website or using our services, you agree to these terms. If you do not agree, please do not use our website or services.

1. Services Provided

We offer domestic plumbing services, including but not limited to installation, maintenance, and repair of plumbing systems, boiler services, drain cleaning, and emergency plumbing. All services are subject to availability and may vary depending on your location.

2. Appointments and Cancellations

- Appointments must be booked through our website, by phone, or via email.
- Cancellations must be made at least 24 hours in advance to avoid a cancellation fee.

3. Payment Terms

- Payments must be made in full upon completion of the service unless otherwise agreed in writing.
- We accept cash, bank transfers, and major debit/credit cards.
- Late payments may incur additional charges as permitted under UK law.

4. Warranty and Liability

- We provide a warranty on parts and labour for services as outlined in your agreement or invoice.
- We are not liable for pre-existing issues, unforeseen damages, or third-party installations that are not up to standard.
- Customers must notify us of any issues related to our service within 14 days of completion.

5. Emergency Services

- Emergency plumbing services are subject to availability and may incur additional charges,

especially outside normal working hours.

- Response times for emergencies may vary due to location and demand.

6. Privacy Policy

Your personal information will be handled in accordance with our Privacy Policy, which complies with the Data Protection Act 2018 and the UK GDPR.

7. Governing Law

These Terms of Service are governed by the laws of England and Wales. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

8. Changes to Terms

We reserve the right to modify these terms at any time. Changes will be effective immediately upon posting on our website.

For any questions regarding these terms, please contact us using our contact form.