

Welcome to DAKS Plumbing! These Terms and Conditions govern your relationship with DAKS Plumbing and the services we provide. By engaging DAKS Plumbing for any plumbing services, you agree to the following terms.

## **1. Payments**

### **1.1 Deposit**

For all larger jobs more than 1 days work, a 40% deposit is required prior to the commencement of any work. This deposit is non-refundable once work has begun.

### **1.2 Payment Methods**

The deposit and final payment can be made via the following methods:

- Cash
- Debit or Credit Card
- Bank Transfer

### **1.3 Final Payment**

The remaining balance (60%) is due upon completion of the job. Payment is required no more than 7 days after the job is signed off by the customer, indicating their satisfaction with the completed work.

### **1.4 Non-Payment**

If payment is not received upon job completion and sign-off, DAKS Plumbing reserves the right to take legal action to recover the outstanding balance. Any legal fees incurred will be the responsibility of the client.

## **2. Guarantees**

### **2.1 Workmanship Guarantee**

All workmanship performed by DAKS Plumbing is guaranteed by DAKS Plumbing Ltd for a period of 12 months assuming parts and materials were supplied by ourselves as this allows us to reach an agreement with our supplier whereby warranty is provided. The warranty does not cover damage caused by misuse, neglect, or tampering or third-party repairs or modification.

### **2.2 Material Exclusion**

This guarantee does not extend to any materials supplied by DAKS Plumbing or by the client. Any defects or issues related to materials will need to be addressed directly with the supplier or manufacturer of those materials. In the event of a part failing customers should contact manufacturer once part has been replaced if we originally supply materials we will fit free of charge under a the years guarantee.

### **2.3 Exclusion for Silicone Work**

No guarantee will apply to any silicone work completed as part of the job. Unless we have installed shower tray or bath from new. Customers are advised to inspect and approve any silicone work at the time of job completion.

### **2.4 No guarantee can be given on any blockages**

## **3. Scope of Services**

DAKS Plumbing provides a range of plumbing services as agreed with the customer. Any modifications or additional services outside the initial scope of work will be subject to separate agreements, including any cost adjustments and additional time required.

## **4. Customer Responsibilities**

### **4.1 Access**

The customer must provide reasonable access to the property for DAKS Plumbing to complete the agreed work. Failure to provide access may result in delays or additional costs. we also ask customers we're a permit is required to supply one prior to our arrival

### **4.2 Approval of Work**

Upon completion, the customer must inspect the work and sign off to confirm their satisfaction. The job will not be considered complete without customer sign-off, at which point the final payment becomes due.

## **5. Liability and Limitation**

### **5.1 Damage**

While DAKS Plumbing takes every precaution to avoid damage, we are not responsible for any pre-existing issues at the job site or for any damage caused by third-party suppliers or contractors.]

## **6. Deposits and Refunds**

Once an estimate has been provided, accepted and a deposit paid this is then subject to a 15% restocking and administration fee in the event of cancellation. By making payment of the deposit, you are accepting the terms and conditions provided in full which are available via your invoice/estimate, or on our website.

## **7. Access**

Once a job has been confirmed it is the agents - customers responsibility to ensure access will be granted to the property. If an engineer attends site and cannot gain access our hourly charge will still apply.