

Terms & Conditions of Trade

Any & all work carried out by David Frith Quality Plumbing, either quoted or otherwise shall be subject to these Terms and Conditions in full. It is the responsibility of the client to read the Terms and Conditions carefully before engaging David Frith Quality Plumbing.

1. Definitions

- 1.1 "David Frith Quality Plumbing" shall mean David Frith Quality and any employee or contractor acting on behalf of David Frith Quality Plumbing.
- 1.2 "Client" shall mean the Client or any person acting on behalf of and with the authority of the Client.
- 1.3 "Services" shall mean all services supplied by the Plumber to the Client, this includes any advice or recommendations.
- 1.4 "Goods" shall mean goods supplied by the Plumber to the Client.
- 1.5 "Price" shall mean the cost of the goods as agreed between the Plumber and the Client.

2. Payment Terms

- 2.1 Payment will be due on receipt of invoice. David Frith Quality Plumbing reserves the right to request a deposit prior to the commencement of works as detailed on quotation.
- 2.2 Payment can be made by cash on delivery, direct credit, credit card
- 2.3 At the Plumber's sole discretion, a progress payment invoice for approved Clients shall be made at any stage of works in accordance with the Plumber's delivery or payment schedule.
- 2.4 Any variation of the scheduled works or specifications will be agreed to, and will be shown as a variation on the invoice. Payment for variations must be made in full.

3. Delivery of Goods/ Services

- 3.1 The Client is to carefully inspect goods & services immediately after they are delivered or performed. Any claims regarding damage or defect will only be considered if made advised by phone within 24 hours of delivery or completion. The Client must allow David Frith Quality Plumbing the opportunity to inspect and if necessary perform further works or supply further goods as determined by David Frith Quality Plumbing.
- 3.2 The Client acknowledges that goods purchased or supplied by the Client are outside David Frith Quality Plumbing's control and will not be liable for any loss, damage of the goods contributed by a third party.
- 3.3 Delivery of goods shall be made to the Client's address, the Client shall make necessary arrangements to take delivery of the goods whenever they are tendered for delivery.

4. Warranty

- 4.1 All goods not manufactured by David Frith Quality Plumbing, the warranty shall be the current warranty provided by the manufacturer of the goods. The Plumber shall be under no liability whatsoever.

5. Title

- 5.1 All goods supplied by David Frith Quality Plumbing will remain the property of David Frith Quality Plumbing until such time the Client has paid the invoice in full.

6. Blocked Drains

6.1 The Client acknowledges in the event of tree roots being present this usually indicates damaged pipes. Therefore the Client agrees that the blocked drain can't be fixed by simply removing the "tree roots or plant", or cleaning the effected drain. No warranty will be provided in relation to future blockages.

6.2 CCTV equipment is a specialised piece of equipment which may be used at the Plumbers discretion. Should CCTV equipment be used the Client acknowledges an additional charge may be incurred.

7. Rock and Filled Ground

7.1 All rock excavation, dewatering or supportive work (such as piers and beams for filled or made up ground) will be a variation.

8. Buried or Unseen Services

8.1 After having completed all qualitative checks before commencement of works, in the odd situation unseen or buried cables etc that may be disturbed or damaged the Client agrees that David Frith Quality Plumbing is not liable for any repair work stemming from services which are unseen or buried being disturbed or damaged. The Client will also agree that any repair work required will be at the Client's expense.

9. Refund Policy

9.1 The Client understands that David Frith Quality Plumbing will refund or exchange any Goods purchased by David Frith Quality Plumbing if the Client is not satisfied with the product prior to installation only. If notified after installation the refund or exchange of goods will be at the cost of the Client. The cost of plumbing to remove and re-install the new goods will be at the Client's expense.