

Terms and Conditions

1. All options and prices are based on domestic properties only.
2. Servicing will be carried out in line with the published manufacturers servicing guidelines only and is based on the appliance being in full working order at the time of the engineer's arrival to complete the service.
3. Our service price does not include any repairs
4. Any chargeable parts required will incur an additional charge and will be quoted separately incorporating a return visit cost. We will agree the costs with you before we undertake any additional works.
5. We will not be able to carry out any service works if the service parts or replacement parts are unavailable for purchase through our normal suppliers.
6. All works will be carried out between normal working hours which are 8.00am to 4.30pm Monday to Friday.
7. Once a service has been arranged a confirmed date will be provided, a scheduled reminder date for re-service will also be recorded and you will be contacted one month before hand in writing.
8. The person making the booking confirms that they either own the property or have the permission of the property owner to authorise C Watkins Plumbing Ltd to undertake the work. We do not accept liability for any unauthorised works.
9. The person authorising the works is responsible for allowing access to any areas necessary to complete the works. This may include rooms within a property, communal areas for services, boxing around boilers or flues, lifting or replacing carpets or other floor coverings. We are not responsible for gaining access to your system for example pipes buries in walls.
10. We guarantee any parts we have supplied and fitted for a period of 12 months from the date they are fitted.
11. Any specialist water treatment works that may be necessary will chargeable in addition to any servicing costs.
12. If called out in addition to the service visit these visits will be chargeable unless specifically related to the appliance service works.
13. The above prices are exclusive of value added tax (VAT)
14. We are able to accept payments by Debit or Credit card either over the telephone or online using the secure Worldpay service.
15. The above works do not relieve the tenant's duty to carry out any routine maintenance during the remainder of the year.

