

TERMS & CONDITIONS

Definitions

References to “The Company” in all dealings shall include The Company (Plumbglo Plumbers (PTY) Ltd), The Company’s agents and employees.

References to “The Client” in all dealings shall include A person or organization using the services of a professional person or company.

Variations

Variations shall include additions, omissions or substitutions to the originally agreed work, fittings and fixtures, etc.

Services Rendered

“The Company” agrees to perform plumbing services as agreed telephonically or in person (verbally) or per written communications.

Payment Terms

Unless explicitly agreed prior to commencement of work, payment will be due in full upon completion of the work or **services** provided. Where a quotation has been provided, the full amount, less any payments already made, is payable. Where a quotation has not been provided, The Company’s agent will advise the client of the amount due.

Acceptable methods of payment are:

Electronic Payment (EFT) from your bank account to ours.

where work exceeds the amount of R5,000.00 (excl.VAT), 50% deposit will be payable prior to the commencement of work.)

All materials and goods supplied by The Company shall remain the property of The Company until the full invoice has been paid by the client.

Quotations

All quotations for work will be provided based on the information given to The Company by the client. Any variations to the work following the issue of the quotation and prior to commencement of work shall result in a revised quotation being issued for acceptance.

For variations after work has commenced, a fixed price to cover the variation shall be agreed between The Company and the client and added to the final invoice.

In the event that requirements change due to insufficient information having been provided, defects found in existing installations, etc. the client will be liable for any additional expense incurred.

Quotations shall remain valid for acceptance by the client for a period of one calendar month unless stipulated otherwise, in which case a new quotation will be required.

If you need a quotation, please send an email to:
accounts@plumbglo.co.za

Estimates

Estimates are provided on a 'best endeavours' basis only and, unless a fixed price quotation (see above) has been provided to the client, work will be charged based upon the price of parts provided by The Company, plus labour, which will be charged by the hour.

Rates

Unless stipulated in written quotation, the rate payable is R 650.00 (excl. VAT) for the call out and first hour labour. Thereafter the rate is R 550.00 (excl. VAT) per hour.

Unforeseen Costs

The client shall be liable to meet the cost of any additional work, **services** or fittings which may need to be provided in order to rectify any event or situation which arises during the course of the works that are unexpected or are beyond The Company's control. The Company cannot be held responsible for such events or situations.

Electrical Agreement

Client is advised to make use of a qualified electrician for all new geyser installations. If any isolators are replaced or installed on a geyser, The Company does not take responsibility on the connections. If any electrical connections are required on geysers, The Client accepts that there is no warranty on connections should any terminals on the element or thermostat be burnt or damaged.

Liability

The Company can only be held liable for the extent of works carried out by The Company. No liability shall be accepted in respect of defects in existing installations or in respect of parts not installed by The Company. The Company shall not be held responsible for any loss or damage to property,

materials or injuries to individuals caused by the personal actions of the client or other household members or guests before, during or after such works have been carried out.

Clients are liable for old, fragile or deteriorated plumbing or fixtures that are prone to leak or break during normal repair. Fixtures are limited to warranties expressed by manufacturers. No other warranty is implied. The Company's 'Satisfaction guarantee' is limited to proper repair or installation and applicable codes. There shall be no warranty on drain cleaning and repairs on products when replacement is recommended to the client by The Company.

All advice provided by The Company is offered as an opinion only and the client accepts such opinions at their sole discretion and risk. The client employs the **services** of The Company at his or her sole risk at all times.

Damages

The Company is not responsible for any patching, repairs, installations, removals and/or replacement of non-plumbing items or activities.

The Company will not be responsible for damage to personal property which includes, but is not be limited to:

- attic insulation
- ceilings
- ceiling textures
- walls
- floor coverings
- equipment
- cabinets
- counter tops
- paint or stain
- glass
- woodwork
- nor for the repair of any cosmetic defects.

The Company does not repair or replace:

- wallpaper
- other wall coverings
- floor coverings
- plastering and all other coverings

The Company will try to minimize the damage to the work area, but will not be responsible for any:

- concrete
- patios

- grass lawns
- fences
- electrical wiring
- fixtures
- decorations
- asphalt
- sod
- landscaping
- sprinklers
- water lines
- gas lines
- pool re-circulation lines
- pool filtration lines
- utility lines
- walkways
- driveways
- any other structural damage to the property.

Warranties

The Company gives 3 months workmanship guarantee and one week for blocked drains. Warranties are limited to The Companies workmanship only.

Health and Safety

The Company will take appropriate and practical measures to ensure the environment in which works are being carried out is safe to avoid risk of injury to The Company or other parties; the client is expected to do the same. Outside of working hours, where works are on-going, The Company accepts no liability for the actions of the client or other household members or guests which result in damage or injury to persons or property.

The Company reserves the right to refuse to undertake work in an environment which is deemed to be unsafe or where the works are considered to be unsafe, illegal or where The Company considers the other parties will be put at risk as a result of the works being undertaken.

If the client notices any situation, property, equipment or materials which they believe to be unsafe they must mention it to The Company immediately.

For Any Questions

Please feel free to contact us – we are here to help!

Tel: 079 882 9336

Email: accounts@plumbglo.co.za

Final Payment; Within 48 hours of successful completion

Bookings only confirmed after receipt of deposit on a first pay, first serve basis.

Thank you for selecting us to quote on your project. We are trusted by some of South Africa's largest companies to manage installations and maintenance services. We pride ourselves in quality workmanship

Benefits

Trust

Service Partners are carefully screened before joining the team. We perform thorough vetting including criminal checks, competency checks, telephonic and physical references. Typically, less than 10% make it. This means you will have trusted, competent providers attending to your project. We also provide on-going training to ensure they up to date with best practices.

No Surprises

We produced a quote and unless you need us to do additional work, the price you see is the price you pay. We do not spring additional charges onto you, nor do we ask for interim payments unless otherwise stated/agreed.

Ratings and reviews

After each job, we ask clients to rate their experience. This means we quickly detect any areas we need to work on.

Safer

While we can never guarantee safety, we reduce the risk by subjecting our Service Partners and their employees to criminal checks, ID verification.

Insured

The Company has Contractors All Risk and Public Liability Insurance. If an insured event takes place on-site, be rest assured it will be covered.

Satisfaction guaranteed

Sometimes things do go wrong and in the rare case it does, we are here to resolve it! Whether its technical challenges, product defects or workmanship, we will get involved and resolve the matter.

Other Services

- Tiling
- Bathroom renovations
- Sanitaryware installations
- Plumbing
- Painting
- Waterproofing
- Rubble removal
- General non-structural building

Before the project

- By paying a deposit, you confirm acceptance of our T&C's at www.plumbglo.co.za. Take time to understand this quote and exactly what is included. If it's not on the quote it's not included. Any additional work (e.g. tiled skirting) must be specified on the quote.
- All quotes are "labour only if not stated otherwise" requiring you to provide materials unless otherwise agreed and specified on the quote. Ensure all materials are delivered before our team commences work. If you don't have all requirements (or they delivered incorrectly), delays and additional charges may apply.
- If you prefer, our Service Partner is able to join you at your chosen supplier to ensure you buying right.
- We all have differing standards and ideas on what the completed job should look like. Communicate requirements and expectations to your Service Partner clearly and continuously.
- **For projects where tiling is required, advise on your preferred pattern and centre line before commencement. Check continuously (no less than once a day) to ensure they working to your standards.**
- Be aware of product limitations. For example, ceramic tiles typically vary in shade and size and despite the best workmanship can't be made to look like expensive porcelain tiles.
- Projects can be messy. Remove furniture and valuables from the area. Use protective dust sheets/covers. We don't move furniture so please ensure this is done in advance.
- To ensure a safe working environment, keep children, pets and guests away from the working areas. Do not enter the working area whilst work is in progress or without the required safety and protective equipment and clothing. We cannot be held responsible for injury or loss due to unauthorised access to work areas.

During the project

- To ensure we meet your expectations, set up a time to meet your Service Partner once a day to provide feedback. Be sure you are happy with the project while it progresses as it's impossible to fix issues if you wait until the end to share your feedback.
- For issues, contact the office immediately (079 882 9336) so we can address your concerns. Prevention is better than cure!
- Sometimes we remove carpets/tiles to find the surface is in sub-optimal condition. In these cases, we recommend corrective measures before applying new tiles, vinyl or laminates. Unfortunately, we are generally unable to see the quality of the surface before removing existing coverings. This may lead to additional costs, not on the original quote. We make these recommendations to protect your investment and product guarantee. Should you choose not to follow these recommendations, we are unable to guarantee workmanship and product.
- CTM and Italtile use an average coverage ratio to estimate adhesive and grout quantities. Sometimes the job may require more. This is not caused by waste but rather by differences in the porousness, evenness or smoothness of surface we are working on.
- Should we need to remove and re-install fixtures (including sanware), this is charged separately.
- While we make every attempt to avoid damaging the existing fixture(s), we will not be held responsible for damages or breakage.

End of project

- We strongly recommend the use of appropriate sealants and protective coats. It may cost a little more, but you will be rewarded by the longevity of your investment.
- We do not apply sealants or protective coats unless specifically requested by you and detailed on our quote. Our team will complete a first (or second) clean-up but be prepared to continue this process yourself for up to 2 weeks before all traces of dirt are removed.