



Impecc Ltd.  
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## **Our Plumbing Maintenance and Renovation Terms and Conditions**

Upon confirmation, whether verbal or written, of an appointment, these Terms and Conditions shall be invoked.

### **Scope of Services:**

Impecc Ltd. (referred to as "the Company") provides maintenance and repair services for standard plumbing systems, including but not limited to taps, toilets, blockages, showers and standard heating systems (but not including boilers or gas installations).

### **Service Requests:**

Customers can request services by contacting the Company through phone, email, or text message, or through a third party such as 'Checkatrade'. The Company will schedule appointments based on availability on a first come, first served basis.

### **Service Charges:**

Charges for maintenance and repair services are outlined in the Company's pricing schedule and highlighted on a confirmation email. A more detailed estimate can be provided to the customer before the commencement of any work, or through a charged site visit. Please note that due to potential supplier, transportation, material or inflation changes, these costs may differ from the original estimate. All estimates are provided in good faith, and additional fees may be incurred if unforeseen circumstances or undisclosed works are added to the project on commencement of works.

### **Payment Terms:**

Payment is due the same day, unless otherwise agreed upon in writing. The Company accepts various forms of payment, including credit/debit cards or via electronic invoice.

**No Returns on Certain Items:**

The Company does not accept returns for customer supplied faulty pumps, macerators, flexi hoses, or shower cartridges once they have been installed or used. It is the responsibility of the customer to thoroughly inspect these items upon receipt and report any defects to the Company immediately. The Company does not accept responsibility for faulty items post-visitation, as this may be subject to manufacturer issues or tampering.

**Warranty:**

The Company provides a warranty for its workmanship for a period of 12 months from the date of service completion. However, this warranty does not cover any materials used or supplied by the customer (including previous fittings). The customer can obtain proof of purchase or receipt of works from the Company and then contacting the manufacturer for any claims made against material failure.

**Customer Responsibilities:**

Customers are responsible for providing accurate and complete information about their plumbing systems before the commencement of works. Any additional work required due to inaccurate information will be subject to additional charges.

**Cancellation and Rescheduling:**

Customers may cancel or reschedule appointments by 6pm UK time the evening before a confirmed appointment. Failure to do so may result in a cancellation fee. The Customer will accept that any cancellation made to Impecc Ltd. outside of normal business hours or via an unmonitored automated system may not be received in time.

**Liability:**

The Company is not liable for any damage to property or personal belongings caused by the plumbing system or the maintenance work performed. Customers are advised to remove or protect valuable items in the proximity of the work area. Any resulting cosmetic work (such as tiling, water damage etc.) will not be covered by the Company.

**Indemnification:**

Customers agree to indemnify and hold the Company harmless from any claims, liabilities, damages, or expenses arising from the customer's use of the Company's services.

**Manufacturer Issues:**

The Company does not accept responsibility for any part's failure due to manufacturing defects. Customers are encouraged to refer to the manufacturer's warranty and contact the manufacturer directly for a resolution. The Company does not deal with any appliance repair in any capacity and would refer the customer to the manufacturer directly.

**Response Times:**

While the Company strives to respond to service requests promptly, response times may be limited during periods of high demand or made outside of standard opening hours. The Company cannot always guarantee a response within 24 hours. Emergency situations will be prioritised. Any confirmed booking's will always be subject to delay from travel issues, strike action or unforeseen circumstances. In the event of an escape of water suspected to be the direct result of work previously undertaken by The Company, they will make all attempts to rectify the situation internally. However, if the Company have not been contactable and there has been a new emergency raised or an escape of water linked to previous works, the customer must **immediately** contact another qualified 24-hour emergency plumber to limit any damage. If an attempt to reach another plumbing company hasn't been made, The Company will not be held liable for any damage incurred whilst awaiting a response from them.

**Force Majeure:**

The Company is not liable for any delay or failure to perform its obligations under this agreement due to circumstances beyond its reasonable control, including but not limited to acts of nature, government actions, and unforeseen emergencies.

**Governing Law:**

This agreement is governed by the laws of England and Wales. Any disputes arising out of this agreement will be resolved through arbitration in accordance with the rules of the governing body.

**Virus's, hacking and data theft:**

The Company employs reasonable security measures to protect customer data. However, the Company shall not be held responsible for any damages or loss resulting from viruses, hacking, or data theft. Customers are encouraged to take appropriate measures to secure their personal information and devices.

**Re-call's to previous appointments:**

The Company is committed to addressing any faults directly resulting from its work during a previous visit in good faith. In such cases, the Company will undertake necessary corrective measures at no additional cost. However, if no fault is discovered or if a new issue has arisen, the visit will be subject to standard charge rates.

**Modification of Terms:**

The Company reserves the right to modify these terms and conditions at any time. Customers will be notified of any changes, and continued use of the Company's services constitutes acceptance of the modified terms.

By engaging the services of the Plumbing Maintenance Company, the customer acknowledges and agrees to abide by these terms and conditions.

**Blockages (Toilet, shower etc.)**

As a reputable plumbing maintenance company, we are committed to resolving various types of domestic blockages through conventional plumbing techniques. Should our efforts not yield results within the initial hour of service, we will promptly notify the client or designated decision-maker and propose further actions. If the blockage is determined to be of a severe nature, requiring specialised equipment such as jetting or cameras, we strongly advise engaging the services of a professional drainage company.

Due to the unpredictable nature of blockages and the variability of each situation, we regretfully cannot provide a guarantee for resolution. The severity and complexity of blockages can only be accurately assessed upon inspection at the site.

Thanks, Impecc Ltd.