

Terms & Conditions

'The Company ' shall mean
R&F Plumbing Solutions Ltd.

By contacting the Company and by using this site you are agreeing to comply with it and be bound by the terms below.

The Company will do its level best to ensure that any quoted time and date is met and shall not be liable for any failure to meet such estimate nor for any loss, whether financial or otherwise.

Engineers will normally attend your property within 30-90 minutes from when the booking is confirmed and the rates are agreed.

Our Engineers usually aim to keep you informed about the progress of the visit.

In some instances we may take longer due to a previous job, weather conditions, heavy traffic, countryside areas and vehicle breakdown etc.

If the engineer arrives at your property and you do not wish for him to attend to the problem, change your mind etc then the minimum charge is still an hour charge.

- (The hours labour will also apply if the engineer attends site and are turned away due to the problem being sorted, without any prior notice)

All balances to be paid at the end of every attendance instantly and no later.

We do not include parts required in the hourly rate and this will be added if required plus vat.

- If specific materials need to be ordered, a deposit of 50% will be required before any order is placed. The remaining balance is payable on completion of the works.
- An interest of 8% will be charged with immediate effect if payment is delayed for whatever reason.
- The customer shall not be entitled to withhold payment of any amount payable to the company by reason of any dispute or claim by the customer.
- All prices quoted are subject to a site survey and VAT will be applied to the full price of all jobs.

We hope to carry as much materials as possible to avoid spending more time than required on site but we cannot guarantee we will have exactly what is needed on your job and this will be treated as further works (additional visits).

We normally take cash, card or bank transfer, no cheques will be accepted and the customer will be required to pay at the end of every visit.

Any cancellations must be made within 5 minutes of making a booking. Once and Engineer has

been actioned we will charge an attendance fee.

In the event the Company cancel an appointment there will be no charge applicable.

- There will be a 1 hour minimum charge per engineer, per hour per visit.** We only carry out maintenance emergencies.
- DEPOSITS ARE NON REFUNDABLE!
- GUARANTEES ARE ONLY WITH THE MANUFACTURERS FOR PARTS SUPPLIED BY THE COMPANY. NO GUARANTEE IS OFFERED ON PARTS SUPPLIED BY THE CUSTOMER.
- THE COMPANY OFFERS NO GUARANTEE ON LABOUR IN THE EVENT OF TAMPER.

The hourly rate starts as soon as the tradesman arrives on site and makes contact, this includes DIAGNOSIS. Rates will continue if the engineer has to leave site (your property) to get any parts required to rectify your job.

Any part of any hour is charged as a full hour. For eg: even if it takes 5 minutes.

In the event the engineer needs to return with parts required in the instance if they were not available at the time ie the merchants were closed, then there is a one hour minimum charge per attendance and any future attendances will be charged at the same rate agreed initially.

By making a booking whether online or on the phone means that you accept these Terms & Conditions set above and agree to pay all monies owed and be accountable.