

Terms & Conditions

Prior Plumbing Service

1. Scope of Services

Prior Plumbing Service provides plumbing installation, repair, maintenance, and emergency call-out services. All work is carried out with reasonable skill and care.

- Services are based on the information available at the time of inspection.
 - Recommendations reflect the condition of the system at the time of assessment.
 - We may decline work that is unsafe, unlawful, or outside our professional scope.
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2. Estimates, Quotes, Pricing & Deposits

- Estimates are indicative and may change if additional issues are discovered once work begins.
 - Fixed-price quotes are valid for **30 days** unless otherwise stated.
 - Hourly-rate work is charged from the time the engineer arrives on site.
 - Materials are charged at cost plus a reasonable handling margin.
 - **Deposits:** For larger projects—such as bathroom renovations, system upgrades, or work requiring significant materials—a **deposit is required in advance**. The deposit amount and payment schedule will be clearly stated in your quote. Work will not be scheduled or materials ordered until the deposit is received.
 - Payment for standard jobs is due immediately upon completion unless otherwise agreed in writing.
 - Late payments may incur interest under the Late Payment of Commercial Debts (Interest) Act 1998.
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3. Appointments, Access & Cancellations

- Standard appointments may be cancelled up to **24 hours** in advance without charge.
- Cancellations within 24 hours may incur a call-out fee.
- Emergency call-outs are chargeable from the moment an engineer is dispatched.
- Customers must provide safe and reasonable access to the property.
- Someone aged 18 or over must be present during the appointment.
- Customers must inform us of any known hazards such as asbestos or structural issues.

4. Parts, Materials & Guarantees

- All new parts supplied by Prior Plumbing Service are covered by the manufacturer's warranty.
- Our workmanship is guaranteed for **12 months**, unless otherwise stated.
- Guarantees do not cover:
 - Misuse, accidental damage, or third-party interference.
 - Issues arising from ageing, corroded, or poorly installed existing systems.
 - Blockages caused by inappropriate items being flushed or drained.

5. Additional Work & Variations

If additional work is required that was not included in the original estimate:

- We will explain the issue and provide an updated cost.
- No additional work will be carried out without customer approval.
- Additional work may affect previously estimated completion times.

6. Limitations of Liability

Prior Plumbing Service is not liable for:

- Damage caused by necessary access to concealed pipework or fixtures.
- Consequential losses such as loss of earnings, accommodation costs, or business interruption.
- Failures arising from pre-existing faults or the condition of older systems.

Nothing in these terms limits liability for death or personal injury caused by our negligence or any other liability that cannot be excluded under UK law.

7. Data Protection

Customer information is handled in accordance with UK GDPR. Personal data is used only for service delivery, communication, and invoicing. We do not share customer information with third parties except where required by law.

8. Complaints

If you are dissatisfied with any aspect of our service:

- Contact us at **[info@thebathplumber.com]**.
 - We will investigate and aim to resolve the issue promptly.
 - If unresolved, customers may seek independent advice or alternative dispute resolution.
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9. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be handled by the courts of that jurisdiction.