



PLUMBING & GAS SERVICES – TERMS, RECALL, AND CALLOUT POLICY (UK-COMPLIANT)

1. RECALL PERIOD (NO-FEE VISITS)

- A 14-day recall period applies from the date of completion of the initial work.
- During this period, if a fault directly related to the original work is reported, a return visit will be carried out without a callout fee.
- Recall visits only cover the fault identified and repaired in the initial visit. Any unrelated issues will require a separate visit and standard fees.
- Example: If a boiler fan is replaced and a different component fails later (e.g., thermostat, valve, or pump), this is considered a separate issue and is not covered under the recall policy.
- Important: This recall policy is a convenience for customers. It does not limit your statutory rights under the Consumer Rights Act 2015, which entitles you to have work carried out with reasonable care and skill, even after 14 days, if the original service was defective.

3. PARTS SOURCING & WARRANTY

Customer-Supplied Parts

- Customers may supply their own parts for installation.
- We do not provide a warranty on customer-supplied parts.
- We remain responsible for the quality of our workmanship. If an issue arises from incorrect installation, we will rectify it at no extra cost.
- Example: A customer provides a boiler fan. If installation is correct but the appliance fails due to an incorrect diagnosis, the initial payment for proper work remains due. Up to 30 minutes may be spent diagnosing the new issue; further work will require a separate quotation.

2. CALLOUT FEE

- The standard callout fee is £80, covering up to 1 hour of diagnostics and minor repairs.
- Time may be split across two visits if necessary:
- Visit 1: Attend and diagnose the fault, order parts if needed.
- Visit 2: Install parts and complete the repair.
- Fee rules:
- If total time across both visits is 60 minutes or less, only the initial callout fee applies.
- If combined time exceeds 60 minutes, additional charges will be agreed in advance, either as an hourly rate or a fixed quote.
- If diagnostics are carried out and the customer decides not to proceed, the initial callout fee applies for time and labour already provided.
- Important: Fees are for properly performed diagnostics or repairs. Faults caused by our negligence will be corrected without additional charge, in line with your statutory rights.

Parts Supplied by Us

- Standard parts carry a 1-year warranty, or the manufacturer's guarantee if provided.
- Refurbished or reconditioned parts may be offered at a discounted price with a 6-month warranty, subject to availability.
- Warranty covers the parts themselves and standard installation.

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Central London & Surrounding Areas

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4. TEMPORARY FIXES

- Temporary fixes do not carry a warranty, as their longevity cannot be guaranteed.
- If failure of a temporary fix is clearly due to workmanship, the 14-day recall period applies.

5. PAYMENT TERMS

- Payment is due within 7 days of invoice.
- Late or missed payments may result in:
- Follow-up reminders,
- Upfront deposits for future bookings, or
- Temporary suspension of services until the account is settled.
- Repeated delays may require deposits for all subsequent work.
- Timely payment ensures smooth scheduling and priority service.
- All terms are without prejudice to statutory consumer rights.

6. CONSUMER CANCELLATION RIGHTS

- For off-premises bookings (online, phone, or email), private customers may have a 14-day cancellation period under the Consumer Contracts Regulations, unless the service is fully performed with consent within that period.

7. ACKNOWLEDGEMENT

By booking any work, customers confirm that they have read, understood, and accepted these terms, including the recall policy, callout fees, parts sourcing rules, warranty conditions, and payment terms.

- Important: These terms do not limit your statutory rights under UK consumer law.

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