



71-75 Shelton Street,  
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**Email: [Sales@plumbtricians.co.uk](mailto:Sales@plumbtricians.co.uk)**  
**Tel: 0800 099 6477**  
**[www.plumbtricians.co.uk](http://www.plumbtricians.co.uk)**

## Terms and Conditions of Plumbrtricians LTD

### Introduction

1. Welcome to Plumbrtricians LTD, your leading source for expert plumbing, heating, and electrical solutions. By engaging with our services, you consent to our Terms and Conditions, which are designed to establish a clear and reliable framework for our interactions with you, our valued client. If you find that you cannot agree to these Terms and Conditions, we kindly ask that you refrain from utilising our services.

### 2. Definitions

- Service(s)" refers to the plumbing, heating, and electrical services offered by Plumbrtricians LTD.
- User(s)"denotes any individual or entity engaging with our services.
- Website"signifies the online platform operated by Plumbrtricians LTD, accessible at Plumbrtricians.co.uk.

### 3. Service Provision

Plumbrtricians LTD offers an extensive range of services, subject to availability. We reserve the right to modify or discontinue any service at our discretion, ensuring users are notified of significant changes.

### 4. User Registration and Account Management

To access certain features, users must register and create an account, maintaining confidentiality and security. Responsibility for activities under this account lies solely with the user.

### 5. Booking, Scheduling, and Cancellation

Services can be booked via our website or phone. Cancellations require a 24-hour notice. Specific terms apply for emergency services, which are detailed separately.

### 6. Fee Structure and Settlement Terms/Pricing and Payments

Our services are billed in accordance with the rates publicly listed. To accommodate our clients, we offer a variety of payment options. To foster prompt settlements, a daily late fee of 1% is levied on overdue payments. It is our policy that all services rendered must be paid for upon their completion.

### 7. User Conduct

Users agree to engage with our services lawfully and ethically. Misuse or fraudulent behavior will result in service termination and potential legal action.

### 8. Intellectual Property Rights

All content on the Plumbrtricians LTD website is protected by intellectual property laws. Use of this content without express permission is strictly prohibited.

### 9. Privacy and Data Protection

Our commitment to user privacy is outlined in our Privacy Policy, adhering to GDPR and other regulations. We ensure the confidentiality and integrity of user data.

### 10. Liability and Indemnification

Plumbrtricians LTD is not liable for indirect or consequential damages. Users agree to indemnify the company against claims arising from service misuse.

### 11. Warranty and Disclaimers

Services are provided without implied warranties. Limitations and conditions for refunds or warranties are clearly stated, ensuring user awareness.

### 12. Changes to Terms and Conditions

We reserve the right to amend these terms, with changes effectively communicated to users, fostering transparency and compliance.

### 13. Governing Law and Jurisdiction

These terms are governed by UK law, emphasising legal clarity and jurisdictional respect.

### 14. Dispute Resolution

Disputes are resolved through arbitration, in line with the Arbitration Act 1996, streamlining conflict resolution.

### 15. Accessibility Commitment

Plumbrtricians LTD is dedicated to website accessibility, ensuring inclusive access to our services and information.





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#### 16. Feedback and Complaint Management

Plumbricians LTD has instituted a comprehensive and structured process for the submission and handling of feedback and complaints. This system is integral to our ongoing commitment to elevating the quality of our services and ensuring the satisfaction of our users. We encourage our clients to share their experiences, whether positive or constructive, as it provides us with invaluable insights into our performance and areas for improvement.

Upon receipt of feedback or a complaint, it is meticulously reviewed by our dedicated team to understand the specifics of the situation. We are committed to addressing any issues promptly and effectively, with a focus on transparent communication and resolution strategies that meet the needs of our clients. This may include corrective actions, service adjustments, or other measures to rectify the concern and prevent future occurrences.

We view feedback and complaints not as criticisms but as opportunities to learn and enhance our service offerings. Our aim is to build and maintain trust with our clients, demonstrating our dedication to excellence and customer satisfaction. Clients are invited to submit their feedback through multiple channels provided by Plumbricians LTD, ensuring accessibility and convenience for all users.

#### 17. Third-Party Links and Services

Our website may feature third-party content, for which Plumbricians LTD assumes no liability, encouraging user discretion.

#### 18. Termination of Services

Service termination conditions are clearly defined, protecting operational integrity and user interests.

#### 19. Late Payment Policy

A late payment fee of 1% of the outstanding amount will be charged daily. This policy is designed to encourage prompt payment and maintain financial discipline.

#### 20. Contact Information

For inquiries, users can reach us via specified email and phone contacts, ensuring open and effective communication.

#### 21. Entire Agreement

These Terms and Conditions constitute the entire agreement between Plumbricians LTD and its users, defining legal and operational boundaries.

#### 22. Service Quality Guarantee

Plumbricians LTD guarantees the quality of service provided to meet professional standards. If services do not meet these standards, users may be entitled to a partial refund or service redo, subject to our discretion and investigation.

#### 23. Amendments to Services

The company reserves the right to amend the scope or type of services offered without prior notice. Users will be informed of significant changes to services that may affect their ongoing or future bookings.

#### 24. Environmental Compliance

All services will comply with environmental legislation and guidelines, promoting sustainability and reducing environmental impact.

#### 25. Safety Measures/Commitment to Safety and Ethical Practices

Plumbricians LTD is steadfast in maintaining the highest standards of safety, ethics, and regulatory compliance, ensuring the well-being of our employees, contractors, and clients during all service engagements. We are committed to fostering an environment that respects diversity, including considerations of race, ethics, and religion. This commitment extends to the implementation of body-worn cameras and CCTV systems to document and address any instances of abuse, aggression, or discrimination from customers, thereby upholding our dedication to a safe, respectful, and inclusive working environment.

#### 26. Insurance

Plumbricians LTD maintains comprehensive insurance coverage for all services provided, protecting against unforeseen damages or incidents.

#### 27. User Feedback and Ratings

Users are encouraged to provide feedback and ratings for services received, which Plumbricians LTD will use to improve service quality and customer satisfaction.



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#### 28. Confidentiality of User Information

All user information is treated as confidential and protected in accordance with our Privacy Policy. Information will not be shared with third parties without user consent, except as required by law.

#### 29. Compliance with Laws

Plumbtricians LTD and its users agree to comply with all applicable laws and regulations in the provision and use of the services.

#### 30. Subcontracting

Plumbtricians LTD reserves the right to subcontract services to qualified third parties, ensuring that all subcontractors adhere to our standards and terms.

#### 31. Intellectual Property Infringement

If any content on the website infringes on intellectual property rights, users should notify Plumtricians LTD immediately. The company will take appropriate actions to address such claims.

#### 32. Service Limitations

The company is not responsible for services that cannot be provided due to circumstances beyond its control, including natural disasters, strikes, or legal restrictions.

#### 33. User Account Suspension

Plumbtricians LTD reserves the right to suspend or terminate user accounts for breach of terms, misuse of services, or fraudulent activities.

#### 34. Data Breach Notification

In the event of a data breach, Plumtricians LTD will notify affected users and relevant authorities as required by law, detailing the breach and measures taken in response.

#### 35. Third-Party Services Disclaimer

Plumbtricians LTD is not responsible for the quality, accuracy, or legality of third-party services or content accessed through our website.

#### 36. Governing Language

These Terms and Conditions are governed by the English language. Any translations provided are for convenience only and not legally binding.

#### 37. Severability

If any part of these Terms and Conditions is found to be invalid or unenforceable, the remainder will still apply.

#### 38. No Waiver

Failure by Plumtricians LTD to enforce any part of these Terms and Conditions does not constitute a waiver of rights.

#### 39. User Indemnity

Users agree to indemnify Plumtricians LTD against all losses, damages, expenses, and claims arising from their violation of these terms or misuse of services.

#### 40. Force Majeure

Plumbtricians LTD is not liable for failure to perform its obligations due to events beyond its control, including natural disasters, acts of government, and other force majeure events.

#### 41. Modification of Terms

Plumbtricians LTD may modify these Terms and Conditions at any time, with the revised terms taking effect as soon as they are published on the website.

#### 42. Digital Communication Consent

Users consent to receive digital communications from Plumtricians LTD, including service notifications, billing information, and updates regarding terms or services, through provided contact details.



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#### 43. Intellectual Property Usage

Users are granted a non-exclusive, limited license to access and use the content on the Plumbtricians LTD website for personal, non-commercial purposes, in accordance with these Terms and Conditions.

#### 44. User-Generated Content

Users may post reviews, comments, or other content, so long as the content is not illegal, obscene, threatening, defamatory, infringing on intellectual property rights, or otherwise injurious to third parties.

#### 45. Reporting Misuse

Users can report any misuse of the service or violations of the Terms and Conditions to Plumbtricians LTD via the contact information provided. The company commits to investigating and taking appropriate action.

#### 46. Accessibility Standards

Plumbtricians LTD adheres to recognised web accessibility standards to ensure that its website is accessible to as broad an audience as possible, including individuals with disabilities.

#### 47. Account Security

Users are responsible for maintaining the security of their account and password. Plumbtricians LTD is not liable for any loss or damage arising from the user's failure to comply with this security obligation.

#### 48. Promotional Offers and Discounts

Plumbtricians LTD may, from time to time, offer promotional discounts or special offers, which will be subject to additional terms and conditions made available at the time of the offer.

#### 49. Links to Other Websites

The Plumbtricians LTD website may contain links to third-party websites. These links are provided for convenience only, and the company is not responsible for the content or privacy practices of these external sites.

#### 50. Non-Disparagement

Users agree not to disparage Plumbtricians LTD or its services publicly. Constructive feedback is encouraged but should be directed to the company through the provided communication channels.

#### 51. Age Restriction

Users must be at least 18 years old or of legal age in their jurisdiction to use the services provided by Plumbtricians LTD.

#### 52. Geographic Restrictions

The company's services are primarily directed to users located within specific geographic areas as defined by Plumbtricians LTD. Services may not be available outside these areas.

#### 53. Export Control

Users agree to comply with all local and international export laws and regulations that apply to the technology and information provided by Plumbtricians LTD.

#### 54. Assignment

Users may not assign or transfer their rights under these Terms and Conditions without the express written consent of Plumbtricians LTD.

#### 55. Corporate Social Responsibility

Plumbtricians LTD is committed to corporate social responsibility, including environmental stewardship, ethical business practices, and community engagement.

#### 56. Governing Law and Jurisdiction

Any claims related to the Plumbtricians LTD website shall be governed by the laws of the country where the company is headquartered, without regard to its conflict of law provisions.

#### 57. Arbitration Agreement

Disputes arising under these Terms and Conditions will be resolved by binding arbitration, and by accepting these terms, users waive the right to participate in a class action lawsuit or class-wide arbitration.

#### 58. Changes to Services

Plumbtricians LTD reserves the right to change, suspend, or discontinue any aspect of its services at any time, including hours of operation or availability of specific features.

#### 59. Customer Service



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For service inquiries, complaints, or feedback, users should contact Plumbtricians LTD customer service through the provided channels.

#### 60. Entire Agreement

These Terms and Conditions, including any legal notices and disclaimers contained on the website, constitute the entire agreement between Plumbtricians LTD and you in relation to your use of the website and services.

#### 61. Revision Date

Each update to these Terms and Conditions will be accompanied by the effective date of the new revision, ensuring users are aware of the most current version.

#### 62. No Partnership or Agency

Nothing in these Terms and Conditions shall be deemed to constitute a partnership, agency relationship, or joint venture between Plumbtricians LTD and any users or other parties.

#### 63. Compliance with Accessibility Laws

Plumbtricians LTD commits to complying with all applicable laws regarding website accessibility, ensuring that services are accessible to individuals with disabilities as required by law.

#### 64. Retention of Rights

Plumbtricians LTD retains all rights not expressly granted to users under these Terms and Conditions. The rights of users are limited to those explicitly stated within this document.

#### 65. Prohibited Activities

Users are prohibited from engaging in any activity that interferes with or disrupts Plumbtricians LTD's services (or the servers and networks which are connected to the services).

#### 66. Terms Violation/Breaches

Should there be any violation of these Terms and Conditions by a user, Plumbtricians LTD retains the authority to implement appropriate measures, which may encompass legal proceedings and cessation of services. Furthermore, for any unpaid charges attributable to services provided, we reserve the prerogative to engage third-party agencies to secure the recovery of such outstanding payments.

#### 67. Headings

The headings used in this document are for convenience only and shall not be used to limit or construe the contents of any section.

#### 68. Survival

All provisions of the Terms and Conditions which, by their nature, should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity, and limitations of liability.

#### 69. Notification of Changes

Plumbtricians LTD will notify users of significant changes to these Terms and Conditions in a timely manner, via email or through notifications on the website.

#### 70. Customer Data

Plumbtricians LTD will maintain certain data that users submit to the company for the purpose of managing the performance of the services, as well as data relating to the use of those services. This data will be handled in accordance with Plumbtricians LTD's Privacy Policy.

#### 71. Data Portability

Upon request, Plumbtricians LTD will provide users with the data associated with their account in a format that can be easily transferred to another service provider, where technically feasible.

#### 72. User Responsibility for Content

Users are responsible for the legality, reliability, and appropriateness of the content they submit to the Plumbtricians LTD website. Plumbtricians LTD reserves the right to remove any content deemed to violate these Terms and Conditions.

#### 73. Content Ownership



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Users retain ownership of the content they submit to the Plumbtricians LTD site. However, by posting content, users grant Plumbtricians LTD a worldwide, perpetual, royalty-free license to use, reproduce, modify, publish, and distribute such content.

#### 74. Limitation of Claims

Users agree that any claim related to the use of Plumbtricians LTD's services must be filed within one (1) year after such claim or cause of action arose, or be forever barred.

#### 75. Independent Legal Advice

Users acknowledge that they have had the opportunity to seek independent legal advice prior to agreeing to these Terms and Conditions.

#### 76. Language

These Terms and Conditions were written in English. In the event of a discrepancy between the English version and any translated version, the English version shall prevail.

#### 77. Contact Us

For any questions or concerns regarding these Terms and Conditions, users should contact Plumbtricians LTD using the contact details provided on the website.

#### 78. Acknowledgment

By using the services provided by Plumbtricians LTD, users acknowledge that they have read, understood, and agree to be bound by these Terms and Conditions.

#### 79. Platform Compatibility

Plumbtricians LTD does not guarantee that the website will function flawlessly on all platforms, browsers, or devices. The company will strive to ensure compatibility to the best of its ability.

#### 80. User Testimonials and Reviews

Plumbtricians LTD may display testimonials and reviews from users. Users agree that their testimonials can be used in Plumbtricians LTD marketing materials, subject to existing privacy laws.

#### 81. User Contributions

Users may contribute content to the Plumbtricians LTD website, such as comments on articles or forums, provided such content adheres to community standards and does not infringe on any laws or third-party rights.

#### 82. Rights to Modify Services

Plumbtricians LTD reserves the right to modify, suspend, or discontinue any part of its services with or without notice at any time and without any liability to users.

#### 83. User Privacy

The collection, use, and disclosure of user information are governed by our Privacy Policy, which is incorporated by reference into these Terms and Conditions.

#### 84. Advertisements and Promotions

Plumbtricians LTD may run advertisements and promotions from third parties on the website. Your business dealings or correspondence with, or participation in promotions of, advertisers other than Plumbtricians LTD, and any terms, conditions, warranties, or representations associated with such dealings, are solely between you and such third party.

#### 85. Accuracy of Information

While Plumbtricians LTD strives to ensure that all information on the website is accurate, there may occasionally be an error. We reserve the right to correct any errors, inaccuracies, or omissions and to change or update information at any time without prior notice.

#### 86. Use of Cookies

The Plumbtricians LTD website uses cookies to enhance user experience, track website usage, and for other business purposes, as outlined in our Privacy Policy.

#### 87. Indemnification by Users





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Users agree to indemnify, defend, and hold harmless Plumbricians LTD, its officers, directors, employees, agents, licensors, and suppliers from and against all losses, expenses, damages, and costs, including reasonable attorneys' fees, resulting from any violation of these Terms and Conditions or any activity related to the user's account (including negligent or wrongful conduct) by the user or any other person accessing the site using the user's Internet account.

#### 88. Service Interruptions

Plumbricians LTD does not guarantee that the website will be uninterrupted or error-free. There may be delays, omissions, interruptions, and inaccuracies in the news, information, or other materials available through the website.

#### 89. Third-Party Rights

A person who is not a party to these Terms and Conditions shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions.

#### 90. International Use

Plumbricians LTD makes no representation that materials on the website are appropriate or available for use in locations outside the United Kingdom, and accessing them from territories where their contents are illegal is prohibited.

#### 91. Risk of Loss

All items purchased from Plumbricians LTD are made pursuant to a shipment contract. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

#### 92. Returns and Refunds

Plumbricians LTD's return and refund policies for its services are detailed on the website, including any limitations or conditions for such returns and refunds.

#### 93. Intellectual Property Notices

All trademarks, service marks, logos, trade names, and any other proprietary designations of Plumbricians LTD used herein are trademarks or registered trademarks of Plumbricians LTD.

#### 94. Account Inactivity

Plumbricians LTD reserves the right to terminate accounts that are inactive for an extended period of time.

#### 95. Electronic Contracting

Your use of the services includes the ability to enter into agreements and/or to make transactions electronically. You acknowledge that your electronic submissions constitute your agreement and intent to be bound by such agreements and to pay for such transactions.

#### 96. Software Use

Any software that is made available to download from the services ("Software") is the copyrighted work of Plumbricians LTD and/or its suppliers. Your use of the Software is governed by the terms of the end user license agreement, if any, which accompanies or is included with the Software.

#### 97. Feedback Ownership

Any feedback, comments, or suggestions you may provide regarding Plumbricians LTD, or the services is entirely voluntary, and we will be free to use such feedback, comments, or suggestions as we see fit and without any obligation to you.

#### 98. Compliance with Health and Safety Regulations

Plumbricians LTD commits to adhering to all relevant health and safety regulations in the delivery of its services, ensuring a safe environment for its employees, contractors, and customers.

#### 99. Severability of Provisions

If any provision of these Terms and Conditions is held to be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from these Terms and Conditions and shall not affect the validity and enforceability of any remaining provisions.

#### 100. Non-Endorsement

The inclusion on the website of any links to other websites or media does not imply endorsement of the linked site or service by Plumbricians LTD. Plumbricians LTD is not responsible for the content available on those sites or media.