

Dear Mr or Mrs

Thank you for booking an appointment with Smart Plumbing.

I am pleased to confirm your appointment is in the morning OR afternoon on the DATE

Please find within this email our terms and conditions relating to your appointment.

A minimum charge of £ 78.00 is applicable for up to one hour at the property to carry out the necessary repairs and is payable at the time of booking the appointment

Additional charges of £ 66.00 per hour or £ 33.00 per part hour are applicable if the required works are not completed within the first hour

Any parts required to carry out the repair will be agreed with the customer and charged at trade + 20% in addition to the minimum / hourly charges

If we attend the property and we are unable to gain access the minimum charge will still apply

Appointments not cancelled within 24 hours then a minimum charge will still apply

If parts required are not readily available on the day of the appointment they will be ordered upon your behalf and an alternative appointment made once we are in receipt of the parts. Additional hourly charges are applied to the additional appointment

Invoices and receipts are sent electronically via email. If you require a hard copy paper invoice posted to your property then an additional charge of £ 5.00 is applied for this service.

All additional payments are required to be paid within 14 days of the invoice issued

Any invoice queries or complaints regarding the work completed must be logged within 14 days of your appointment

Gas safety certificates will not be issued until we are in receipt of full payment for them

If Smart plumbing has to cancel or move your appointment and you have paid a minimum charge you will be offered a full refund of this charge if you do not wish to make an alternative appointment

All parts supplied and installed are covered by the manufacturer's warranties

All minor works are covered by a one month Smart Plumbing warranty

Finally we would like to thank you for your business we really appreciate it!