

# **Terms and Conditions for Go2 Plumbing and Heating**

## **1. Introduction**

Welcome to Go2 Plumbing and Heating Limited. By using our plumbing and heating services, you agree to comply with and be bound by these Terms and Conditions. Please read them carefully. If you do not agree with these terms, please refrain from using our Services.

## **2. Services Provided**

We provide professional plumbing and heating services including but not limited to installation, repair, maintenance, and inspection of plumbing and heating systems. A detailed description of the Services will be provided in each individual agreement, quote, or work order.

## **3. Service Requests**

To request our Services, customers must provide accurate and complete information regarding the plumbing or heating issue. This includes but is not limited to the type of service required, system details, and access information to the property. Any incorrect or incomplete information may lead to delays or additional costs.

## **4. Pricing and Payments**

- All pricing for services will be outlined in a written estimate or quotation before any work begins. The cost will depend on the scope of work, parts, and materials required.
- Payment is due upon completion of the work unless otherwise agreed in writing. We accept payments through credit/debit card, bank transfer, or other payment methods as agreed.
- In case of late payments, we reserve the right to charge interest or impose late fees as allowed by applicable law.

## **5. Estimates and Quotes**

- Estimates provided are for informational purposes and may be subject to change based on unforeseen circumstances, additional work required, or other factors. A final quote will be provided upon assessment of the site.
- All quotes are valid for a specific period, usually 30 days unless stated otherwise.

## **6. Work Guarantees and Warranties**

- We guarantee the workmanship of our services for a period of 12 months after the completion of the work. This guarantee applies to any issues directly caused by our work, excluding issues resulting from misuse or external damage.
- Manufacturers' warranties on parts and materials used may also apply, and we will provide customers with relevant warranty details for any materials installed.

## **7. Customer Responsibilities**

- You agree to ensure access to the property where the work is to be performed. If we are unable to access the property as scheduled, additional charges may apply.
- It is your responsibility to ensure that the area where work is being carried out is safe and clear of any obstacles.
- If any additional issues are discovered during the work, we will inform you and provide an updated estimate before continuing.

## **8. Cancellation and Rescheduling**

- If you wish to cancel or reschedule an appointment, we kindly request at least 24 hours' notice. Failure to provide sufficient notice may incur a cancellation fee.
- We reserve the right to cancel or reschedule appointments due to unforeseen circumstances such as inclement weather, labour shortages, or emergencies. You will be notified as soon as possible.

## **9. Liability and Indemnity**

- We will take all reasonable precautions while providing our Services; however, we are not liable for damages arising from pre-existing conditions in the plumbing or heating systems unless those damages result directly from our work.
- You agree to indemnify and hold us harmless from any claims, damages, or expenses arising from your failure to comply with these Terms and Conditions or from misuse of the plumbing or heating systems after our work is completed.

## **10. Health and Safety**

We comply with all local laws, regulations, and industry standards related to health and safety. You agree to cooperate with us in ensuring a safe working environment during the provision of services.

## **11. Privacy and Data Protection**

We value your privacy. Any personal information collected will be used solely for the purpose of providing services, and we will handle all data in compliance with applicable privacy laws.

## **12. Dispute Resolution**

In the event of a dispute, both parties agree to attempt resolution through negotiation. If a resolution cannot be reached, the dispute will be referred to mediation or arbitration in accordance with applicable laws.

## **13. Force Majeure**

We shall not be held liable for delays or failure to perform due to circumstances beyond our control, including but not limited to natural disasters, strikes, labour shortages, or equipment failure.

## **14. Governing Law**

These Terms and Conditions are governed by the laws of United Kingdom. Any disputes will be subject to the exclusive jurisdiction of the courts in United Kingdom.

## **15. Changes to Terms and Conditions**

We reserve the right to modify these Terms and Conditions at any time. Any changes will be communicated to you in writing and will take effect immediately upon notification.

## **16. Contact Information**

If you have any questions or concerns regarding these Terms and Conditions or the Services we provide, please contact us at:

Go2 Plumbing and Heating Limited

41 Bridgeman Terrace, Wigan, WN11TT

01942466695

[Go2ltd@hotmail.com](mailto:Go2ltd@hotmail.com)