

Greenz Plumbing & Drainage - Terms & Conditions:

- Certificate of compliance and PIRB certificates will not be issued to clients unless the final invoice has been settled. Clients will need to advise which certificate will be required for geyser installations or for property sales purposes.
- 75% Deposit is required on all quotes accepted and the balance to be settled on completion, either via EFT, Cash, Yoco or Snapscan.
- Should we be instructed to attend to a property which is not for your account, the client will need to notify Greenz Drainage & Plumbing. If not instructed otherwise your account will be charged.
- Unless specifically indicated on the quote, Greenz Drainage & Plumbing will not claim from your insurance.
- All materials supplied by the plumbers will remain property of Greenz Drainage & Plumbing until the full account is paid.
- Any third party brought in to attend to an issue arising from the works done by Greenz Drainage & Plumbing will not be paid for by us and the guarantee given will fall away.
- Three month guarantee on all general maintenance and six months guarantee on new installations, new drainage systems installations, new pipe installations. Re-tubes are not included and do not form part of pipe replacements.
- Defective products or parts that are supplied either by the plumber or clients will not be guaranteed by Greenz Drainage & Plumbing. Said part will be returned to the manufacturer which will be responsible for the replacement part or product.
- All quotes are valid for 30 days from the date. Quotes do not include tiling, painting of ceilings or walls and any additional materials not listed. Work will only commence once the proof of payment has been received.
- Once a quote has been accepted and stock (specialized products) has been ordered there will be a 15% handling fee charge to the client which would need to be settled, should the client decline the quote after acceptance. This will only be charged on the specialized products that have been ordered in.
- Result in damage reports are available on request for geysers claims only. The client will need to inform Greenz Drainage & Plumbing on inspection. Proof will be required for the reports needed.
- Greenz Drainage & Plumbing will not be responsible for removing a cupboard, should the geyser or other plumbing products not be accessible for the team to repair or replace.
- Greenz Drainage & Plumbing offer no guarantee/recourse action against root invasion. Root invasion is an unavoidable circumstance due to damaged sewer lines. A solution can be recommended. These roots WILL grow back in a matter of weeks. Greenz can't be liable for the regrowth of roots in the sewer/storm water lines.
- Greenz Drainage & Plumbing cannot be held responsible for bad drain smells should your lines be infected and recommendations declined by the owner, managing agent or tenant living at the property or work place.
- Should the client require jetting service which is the high-pressuring of the sewer/storm water lines, in which case the line collapses due to age and root damage, Greenz Drainage & Plumbing will not be held responsible for replacing the line.
- Should the plumbers get to site and discover a further problem on site, they will hold off on the work that is needed to be quoted on should they need this for the completion of the work they are carrying out.
- The customer shall be liable to meet the cost for any additional work, services or fittings which may need to be needed in order to rectify any part or situation which arises during the course of the works that are unexpected or are beyond the company's control. Greenz Drainage & Plumbing cannot be held responsible.
- There shall be no warranty on drain cleaning with product or jetting service on a storm or sewer line when replacement is recommended to the customer by Greenz Drainage & Plumbing.

- All advice provided by Greenz Drainage & Plumbing is offered as an opinion only and the customer accepts such opinions at their sole discretion and risk. The customer employs the services of Greenz Drainage & Plumbing at his or her sole risk at all times.