

Terms of Business

- The quality of work shall always be carried out to the reasonable expectation of the customer and in line with current water regulations.
- Where an appointment or start time to carry out work is agreed with a customer, every effort will be made to meet these. If an agreed time cannot be met, as much notice as possible will be given. No responsibility can be taken for circumstances outside of the company's control such as late or non delivery of materials.
- All work, is guaranteed for a period of 12 months, in respect of faulty workmanship. No liability can, however, be accepted for; faulty appliances, any work that has been repaired, modified or tampered with or if the work/appliance is the subject of misuse or negligence.
- Pinnacle Plumbers accepts no liability and cannot guarantee the work of any other trades or persons involved with a job unless directly employed by Pinnacle Plumbers.
- Any quote or estimate is valid for a period of 30days from the date on the document
- Pinnacle Plumbers reserves the right to amend any invoice or quote in the following circumstances:-
 - (i) If the customer requests extra work that is not out lined in the estimate or quote once it has been accepted.
 - (ii) If there are any hidden or unknown features that could not be assessed at the time of the estimate or quote resulting in further work required that was not anticipated.
 - (iii) If after submission of the estimate there is an increase in the price of materials.
- Before work can start the customer is required to sign the quote or estimate.
- Payment terms on jobs that exceed five days :-
 - (i) 40% labour costs prior to work commencing
 - (ii) 40% labour costs mid-way through the job
 - (ii) Balance on completion
- Payment terms on jobs that run for less than five days :-
 - (i) 60% labour costs prior to work commencing
 - (ii) Balance on completion
- The estimated cost of materials shall be paid prior to work commencing and any outstanding amounts settled by completion.
- Invoices are payable upon receipt. Liability for the payment of the invoice rests solely with the individual named on the quote or estimate and no third party.
- The total charge to the customer will consist of the cost of the materials supplied by Pinnacle Plumbers, plus 10% and the amount of time required to complete the job (including all reasonable time spent in obtaining un-stocked/specialist materials).
- No liability will be accepted for any damage occurring to, or from, faulty appliances or materials supplied by the customer or damage caused by circumstances outside of Pinnacle Plumbers control such as settlement or movement of a building etc.
- Title of goods supplied to the customer do not pass to the customer, and are retained by Pinnacle Plumbers until full payment is made.
- If the customer cancels their instructions once a quote or estimate has been agreed, the customer is liable for any costs incurred by Pinnacle Plumbers up until that point.
- The customer will never be charged for any time taking unrelated company telephone calls.
- If the customer doesn't provide provision for parking in restricted areas and any parking charges are incurred while carrying out work, the cost of these will be passed to the customer.

N.B. All estimates, quotes and work are subject to the terms of business