

## Terms & Conditions of Service

### 12 Month Guarantee

There will be a 30 day period which will include a free call back visit should the blockage reoccur again on the same drainage line that was initially unblocked.

Should this blockage reoccur after the 30 day period and within 12 months of our initial call out then we offer a free call-back and drain unblocking service, which is combined with a CCTV drainage survey of the drain charged at £150 including VAT.

Commercial properties which discharge large quantities of fats, oils and grease will not receive this guarantee. Due to the nature of these organisations, we recommend for these properties to have a pre-planned maintenance programme in place with grease control measures.

Our 12 Month Guarantee is applicable to high pressure water drain jetting and structural repair work only.

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South West Drain Care does not provide liability insurance for the protection of individuals, groups, organisations, businesses, spectators, or others who may participate in the activity. In consideration for your participation in said activity, the individual, group, organisation, business, spectator, or other, does hereby release and forever discharge the provider and its officers, board, and employees, jointly and severally from any and all actions, causes of actions, claims and demands for, upon or by reason of any damage, loss or injury, which hereafter may be sustained by participating in the activity. This release extends and applies to, and also covers and includes, all unknown, unforeseen, unanticipated and unsuspected injuries, damage, loss and liability and the consequences thereof, as well as those now disclosed and known to exist. Releases shall not extend to claims, demands, injuries, or damages which are known or unsuspected to exist at this time, to the person executing such release, are hereby waived.

I hereby agree on behalf of my heirs, executors, administrators, and assigns, to the indemnify the provider and its officers, boards and employees, joint and severally from any and all actions, causes of actions, claims and demands for, upon or by reason of any damage, loss or injury, which hereafter may be sustained by participating in the activity. It is further understood and agreed that said participation in the activity is not to be construed as an admission of any liability and acceptance of assumption of responsibility by the provider, its officers, board, end employees, jointly and severally, for all damages and expenses for which the provider, its officers, board and employees, become liable as a result of any alleged act of the parade participant.

### Pre-planned Maintenance Packages

Customers who agree to a care plan must agree to the following terms:-

- A CCTV survey must have been carried out on our visit, if no CCTV has been recorded. South West Drain Care may authorise the sale of a package depending on your drainage system.
- Drain systems that develop faults after this package has been taken out are entitled to the discounts, faults however are not eligible for emergency call-outs or unblocking.
- You will not be able to open a plan with existing faults on the line.
- This is a 12 month agreement, please refer to the cancellation policy at the bottom of this page.

- You cannot transfer this plan to another property, if you are moving home we will be required to carry out a CCTV survey of the new property at £150 including VAT to continue the care plan.
- This is a non transferrable agreement, we cannot put the plan in anybody else's name or address.
- Annual drain cleans are for cleaning drains only and not unblocking, if we find a blockage on site when carrying out a drain clean, you may be charged.
- Emergency drain unblocking is valid Monday to Saturday from 9am to 5pm. A charge of £100 including VAT will apply out of these hours.
- You will receive an automated e-mail reminder when you are due for a drain clean. This will normally be every 3 to 6 months, depending on your package. It is your responsibility to notify South West Drain Care of email address changes, as this email will be automated.
- South West Drain Care reserves the right to cancel the agreement without notice if any malicious activity has been discovered, or if we believe you have provided false information pending an investigation.
- There is a 14 day cool-off period from the date this agreement has been made.
- Booking times will be given in 3 hour slots.
- This agreement is for domestic properties only. Commercial agreements can be made by contacting our team on: 0800 130 3407 and requesting a Commercial Care Plan.
- This is not an insurance agreement and is strictly a care agreement in which we intend to carry out works within the time frames suggested above. South West Drain Care will make every effort to contact you to via email to book in your annual clearance.

Please note: only existing customers are eligible for a care package.

### **Cancellation Policy**

You have the right to cancel your Home Care Plan within 14 days of the agreement made with a full refund of any payments made within this time period. After this period has lapsed, you will not be entitled to any refund and you will be liable to pay for the full contract. However, your plan will stay active and we will be happy to carry on with your annual clearance.

If you are moving home please refer to the terms and conditions outlined above.

### **Important:**

All works to be carried out are subject to change in specification as we quote for the repair, not the method. However, we will endeavour to solve the problem identified without any change in cost, no matter how long the work may take. Any additional issues found that have not been included in the works quoted for will incur an extra cost. Subject to payments required, you consent to schedule your payment to be automatically deducted from your bank account, or charged to your Visa, MasterCard, American Express or Discover Card by South West Drain Care. You authorise regularly scheduled charges to your checking/savings account, credit card or debit card. You will be charged the amount indicated in the phone call prior. A receipt for each payment will be emailed to you and the charge will appear on your bank statement as "South West Drain Care." You agree that no prior-notification will be provided unless the date or amount changes, in which case you will receive notice from us at least 1 day prior to the payment being collected.