



TERMS & CONDITIONS

Version 1.0 | Effective 2 September 2026

These Terms & Conditions apply to plumbing, heating, installation, repair, maintenance and associated services supplied by Bedford Flow Co.

By accepting a quotation, requesting work to begin, or instructing Bedford Flow Co to carry out work, the customer agrees to these Terms & Conditions.

1. Quotations

- 1.1 Quotations are based on the information available at the time of inspection or enquiry.
- 1.2 Unless otherwise stated, quotations are valid for 30 days from the date shown.
- 1.3 A quotation covers only the work specifically described within it.
- 1.4 Any additional work requested by the customer will be charged separately.
- 1.5 If unforeseen defects, damage, inaccessible pipework, unsafe installations or other unexpected circumstances are discovered after work begins, Bedford Flow Co will explain the issue and any additional cost before proceeding wherever reasonably possible.
- 1.6 Where an exact quotation cannot reasonably be provided before investigation, work may be carried out on a labour-and-materials basis where agreed with the customer.

2. Prices

- 2.1 Prices will be stated on the quotation, estimate, job sheet or otherwise agreed with the customer.
- 2.2 Unless clearly stated otherwise, additional materials, parking charges, congestion charges, specialist equipment, waste-disposal charges and third-party costs may be charged where reasonably incurred in carrying out the agreed work.
- 2.3 Any material change to the agreed price resulting from additional work will be communicated to the customer before that work is undertaken wherever reasonably possible.
- 2.4 VAT will only be charged where Bedford Flow Co is required to charge VAT and will be clearly shown on relevant documents.

3. Call-Outs and Investigation Work

- 3.1 A call-out or diagnostic charge may apply where stated before attendance.
- 3.2 Diagnostic or investigation work is chargeable even where the fault cannot immediately be repaired, provided the agreed investigation service has been carried out.
- 3.3 Where further work is required following diagnosis, Bedford Flow Co will explain the recommended work and associated costs before proceeding wherever reasonably possible.

4. Deposits

- 4.1 Bedford Flow Co may request a deposit before ordering materials or scheduling larger works.
- 4.2 The amount of any deposit will be confirmed before payment is requested.
- 4.3 Deposits may be used towards materials, equipment and other costs reasonably incurred in preparation for the work.
- 4.4 If the customer cancels, Bedford Flow Co may deduct reasonable costs and losses actually incurred as a result of the cancellation. Any remaining balance will be refunded where applicable.

5. Payment

- 5.1 Payment terms will be stated on the quotation or invoice.
- 5.2 Unless otherwise agreed, payment is due on completion of smaller works.
- 5.3 Larger projects may require staged payments as work progresses.
- 5.4 Payment may be made using the methods shown on the invoice.
- 5.5 Customers should use the invoice number as the payment reference when paying by bank transfer.
- 5.6 If an invoice remains unpaid after its due date, Bedford Flow Co may contact the customer to request payment and may take reasonable steps to recover the outstanding amount.

6. Materials and Products

- 6.1 Bedford Flow Co will use materials considered suitable for the agreed work.
- 6.2 Where a particular manufacturer, model, colour or finish is specified, Bedford Flow Co will make reasonable efforts to supply it.
- 6.3 If an item becomes unavailable, an alternative will only be used after discussing any material difference with the customer.
- 6.4 Manufacturer warranties remain subject to the manufacturer's own terms and conditions.
- 6.5 Bedford Flow Co is not responsible for defects in products supplied directly by the customer, although this does not affect responsibility for the quality of Bedford Flow Co's installation work.

7. Customer-Supplied Materials

- 7.1 Where customers supply their own fixtures, fittings, appliances or materials, they are responsible for ensuring they are suitable, compatible and complete.
- 7.2 Additional labour caused by incorrect, damaged, incomplete or unsuitable customer-supplied products may be chargeable.
- 7.3 Bedford Flow Co will notify the customer if a customer-supplied item appears unsuitable or defective before installation wherever reasonably possible.

8. Access to the Property

- 8.1 The customer must provide reasonable access to the property and the relevant working areas at the agreed time.
- 8.2 The customer should ensure working areas are reasonably clear of personal belongings where practical.
- 8.3 Bedford Flow Co may need access to water, electricity, drainage, stop taps, meters, boilers or other services necessary to carry out the work.
- 8.4 Additional costs resulting from preventable access problems may be chargeable where they cause additional work or attendance.

9. Existing Installations and Hidden Defects

- 9.1 Plumbing and heating work can reveal defects that were not visible before work began.
- 9.2 Bedford Flow Co is not responsible for pre-existing faults or defects that could not reasonably have been identified beforehand.

9.3 Examples may include corroded pipework, seized valves, hidden leaks, damaged fittings, defective wiring, inaccessible services or poorly installed previous work.

9.4 Where a previously hidden problem is discovered, the customer will be informed and any additional work will be discussed before proceeding wherever reasonably possible.

10. Water Isolation and Existing Valves

10.1 Existing stop taps, isolation valves and fittings may fail when operated due to age, corrosion or previous deterioration.

10.2 Bedford Flow Co will exercise reasonable care when operating existing components.

10.3 Where an existing component fails despite reasonable care being used, any required replacement or additional work may be chargeable unless the failure was caused by Bedford Flow Co failing to exercise reasonable care and skill.

11. Workmanship

11.1 Bedford Flow Co will carry out services with reasonable care and skill.

11.2 Work will be carried out in accordance with applicable legal and regulatory requirements relevant to the services being provided.

11.3 Nothing in these Terms & Conditions affects the customer's statutory rights.

12. Workmanship Guarantee

12.1 Where Bedford Flow Co provides a specific workmanship guarantee, the duration and scope will be stated on the quotation, invoice or guarantee document.

12.2 The guarantee applies to faults arising directly from Bedford Flow Co's workmanship.

12.3 It does not cover normal wear and tear, misuse or accidental damage, damage caused by freezing, defects in existing installations, manufacturer defects, work altered or repaired by another person after Bedford Flow Co's work, problems arising from customer-supplied materials, or problems unrelated to the original work.

12.4 Nothing in this guarantee limits the customer's statutory rights.

13. Making Good and Decoration

13.1 Plumbing work can sometimes require access through walls, floors, ceilings, tiles, cupboards or other finishes.

13.2 Bedford Flow Co will take reasonable care to minimise disruption.

13.3 Unless specifically included in the quotation, specialist plastering, decorating, tiling, flooring, carpentry or other finishing work is not included.

13.4 Any making-good work included within the quotation will be clearly described.

14. Estimated Times and Completion Dates

14.1 Bedford Flow Co will make reasonable efforts to attend and complete work at agreed times.

14.2 Any completion date given is an estimate unless expressly agreed otherwise.

14.3 Delays may occur due to matters outside reasonable control, including unavailable materials, unexpected site conditions, emergency jobs, severe weather, supplier delays or third-party works.

14.4 Bedford Flow Co will inform the customer of significant delays as soon as reasonably practical.

15. Cancellations

15.1 Customers should contact Bedford Flow Co as soon as possible if they wish to cancel or rearrange an appointment.

15.2 Where Bedford Flow Co has already incurred reasonable costs specifically for the customer's job, those costs may remain payable following cancellation where permitted by law.

15.3 Cancellation charges will not exceed Bedford Flow Co's reasonable losses arising from the cancellation.

15.4 Statutory cancellation rights apply where required by consumer law.

16. Contracts Agreed at the Customer's Home or at a Distance

16.1 Customers entering into certain contracts by telephone, online, email or away from Bedford Flow Co's business premises may have a statutory cancellation period.

16.2 Where such cancellation rights apply, Bedford Flow Co will provide the required cancellation information.

16.3 If a customer requests work to begin during a statutory cancellation period, Bedford Flow Co may ask the customer to make an express request for work to start.

16.4 Where legally permitted, the customer may be required to pay for work properly completed before exercising a cancellation right.

16.5 Emergency repair work specifically requested by the customer may be subject to different cancellation provisions under consumer law.

17. Photographs

17.1 Bedford Flow Co may take photographs before, during and after work for job records, evidence of condition, technical reference and warranty purposes.

17.2 Photographs identifying the customer or their property will not be used for advertising or social media without appropriate permission.

18. Waste

18.1 Bedford Flow Co will dispose of waste where this is included within the agreed service.

18.2 Specialist or unusually large waste-disposal requirements may incur an additional charge where agreed.

18.3 Customers should not dispose of waste or removed components belonging to Bedford Flow Co without permission where those items are awaiting collection, return or warranty inspection.

19. Customer Responsibilities

19.1 The customer agrees to provide accurate information about the fault or required work where reasonably possible.

19.2 The customer agrees to disclose relevant known problems with the property or installation.

19.3 The customer agrees to provide safe and reasonable access.

19.4 The customer agrees to ensure children and pets are kept safely away from the working area.

19.5 The customer agrees to obtain any permissions required from landlords, managing agents or property owners where applicable.

20. Damage and Liability

20.1 Bedford Flow Co will take reasonable care when working at the customer's property.

20.2 Bedford Flow Co remains responsible for loss or damage caused by failure to exercise reasonable care and skill.

20.3 Bedford Flow Co is not responsible for damage arising solely from pre-existing defects, structural weaknesses or problems that could not reasonably have been identified before work commenced.

20.4 Nothing in these Terms & Conditions excludes or limits liability where doing so would be unlawful.

21. Complaints

21.1 If a customer believes there is a problem with Bedford Flow Co's work, they should contact Bedford Flow Co as soon as reasonably possible.

21.2 Bedford Flow Co will be given a reasonable opportunity to inspect the issue and, where responsible, propose an appropriate remedy.

22. Personal Information

22.1 Customer information will be used for purposes connected with providing services, preparing quotations, invoicing, record keeping, customer communication and fulfilling legal obligations.

22.2 Personal information will be handled in accordance with applicable UK data-protection law.

22.3 Further information may be provided in Bedford Flow Co's Privacy Policy.

23. Governing Law

23.1 These Terms & Conditions are governed by the applicable laws of England and Wales.

23.2 Nothing in these Terms & Conditions affects any mandatory rights a consumer has regarding where legal proceedings may be brought.

END OF TERMS & CONDITIONS