



# Gordon Reid Plumbing-Terms & Conditions

## 1. Payment Terms

Payment is due in full within 5 working days of completion of work unless otherwise agreed in writing.

For larger projects, bespoke payment terms may apply. These will be agreed upon and confirmed before work begins.

Failure to make payment on time may result in further action and could incur additional charges, including reasonable recovery fees.

## 2. Deposits & Cancellations

Some jobs may require a deposit, the amount of which will be confirmed before booking.

Deposits are non-refundable if the customer cancels within one (1) week of the agreed start date.

Cancellations with less than 24 hours' notice may also be subject to additional charges to cover costs already incurred.

## 3. Warranty

We offer a 12-month workmanship warranty from the date of completion. This covers any installation or repair work carried out by Gordon-Reid Plumbing & Heating.

Any parts or products installed are covered under the manufacturer's warranty, subject to their individual terms.

Our warranty does not cover issues caused by third-party interference, lack of maintenance, or misuse of the system.

## 4. Liability

While we take every care to protect your property during our work, Gordon Reid Plumbing is not liable for pre-existing faults or structural issues, nor for damage arising from such conditions.

We reserve the right to refuse, suspend, or withdraw services if we believe customer behavior is unreasonable, threatening, or abusive.

All work will be carried out to industry standards and in compliance with applicable regulations.

## 5. Variations & Additional Work

Any variations to the original scope of work must be agreed upon in writing. Additional work outside the agreed scope may be subject to further charges.

Quotes are based on the information provided at the time of assessment and may be subject to change if unforeseen issues arise during the job.

## 6. Website Terms of Use

By using our website, [www.gordonreidplumbing.co.uk](http://www.gordonreidplumbing.co.uk), you agree to the following terms:

All content on this website, including text, images, logos, and graphics, is the property of Gordon Reid Plumbing and may not be copied, reused, or distributed without permission.

We do our best to keep the information on the website accurate and up to date, but we make no guarantees about its completeness or reliability.

We are not responsible for any loss or damage resulting from the use of this website, including technical issues or incorrect information.

The website may include links to third party websites. These are provided for your convenience only, and we are not responsible for their content or accuracy.

Use of our contact forms or enquiry tools does not guarantee a booking or job confirmation. We will always confirm job details directly.

We may update our website terms from time to time. Continued use of the site after changes are made will mean you accept those changes.

## 7. Acceptance of Terms

By booking work with Gordon-Reid Plumbing or using our website, you accept these Terms and Conditions in full.

These Terms may be updated periodically, and any changes will be clearly communicated where necessary.