

Domestic Plumbing

Customer Terms & Conditions

Domestic plumbing services - England & Wales

Updated August 2026

Important: These terms do not remove or restrict your statutory consumer rights.

1. Agreement and scope of work

These Terms & Conditions apply to domestic plumbing services and any goods or materials supplied by Domestic Plumbing ('we', 'us', 'our') to you ('the customer'). By accepting a quotation, estimate or appointment, or instructing us to begin work, you agree to these terms.

Our quotation, estimate or agreed instruction sets out the work included. Unless specifically stated, the price does not include additional faults, hidden defects, decoration, building work or remedial work outside the agreed scope.

2. Existing installations and unforeseen work

Quotations and estimates are normally based on a visual, non-intrusive assessment. Existing pipework, valves, fittings, sanitaryware and other services are assumed to be serviceable unless identified otherwise.

If work exposes a pre-existing fault, deterioration, unsafe condition or additional work that could not reasonably have been identified beforehand, we will explain the issue and, where practicable, agree any additional charge before carrying out extra work.

We are not responsible for pre-existing defects merely because they become apparent during our work. This does not exclude responsibility for damage caused by our failure to exercise reasonable care and skill.

3. Prices, estimates and additional work

Our call-out/minimum charge, labour rate and any other applicable charges will be stated when booking or quoting. Parts, materials, parking and other agreed costs are additional unless included in a fixed price.

An estimate is an assessment of likely cost and is not a fixed price. A fixed-price quotation covers the stated work, subject to agreed changes or unforeseen matters that could not reasonably have been identified beforehand.

Unless stated otherwise, quotations are valid for 30 days. Additional work may be charged separately after the additional cost has been explained or agreed.

4. Materials and parts supplied by us

Goods, parts and materials supplied by us are subject to your statutory consumer rights. Any manufacturer's warranty is additional to those rights.

Our material prices may include a markup covering sourcing, ordering, collection, administration, stockholding, returns and the responsibility involved in supplying the product.

If a part or material supplied by us develops a fault, please contact us and allow us a reasonable opportunity to inspect the item and installation. We will determine the cause of the fault and, where we are responsible, provide the appropriate remedy in accordance with your statutory rights.

5. Customer-supplied materials

Where you supply a tap, shower, valve, sanitaryware, fitting, appliance or other product, you are responsible for purchasing a suitable product and for dealing with your retailer or manufacturer if the product itself is defective.

We remain responsible for our installation workmanship. We may refuse to install an item that appears damaged, unsuitable, incomplete or unsafe. Additional visits or labour caused by defective, missing or unsuitable customer-supplied items may be chargeable where fair and explained.

6. Workmanship guarantee

In addition to your statutory rights, we provide a 12-month guarantee on workmanship directly carried out by us, starting from completion of the relevant work.

If a fault during that period is caused by our faulty workmanship, we will return and put the workmanship right without a labour charge, provided we are given a reasonable opportunity to inspect and remedy the issue.

The guarantee does not cover unrelated or pre-existing faults, normal wear and tear, routine maintenance, misuse, accidental damage, freezing, scale, unsuitable water conditions, product defects not caused by our installation, or faults caused by alteration or repair by others.

This guarantee does not limit your statutory rights.

7. Payment

Unless otherwise agreed, payment is due on completion and receipt of the invoice.

If an invoice is genuinely disputed, please contact us promptly and explain what is disputed and why. We may take proportionate lawful action to recover overdue undisputed sums.

8. Cancellations and appointments

If you need to cancel or rearrange an appointment, please give as much notice as reasonably possible. Where a late cancellation causes us a genuine loss that we cannot reasonably avoid, we may charge a reasonable amount reflecting that loss.

If you instruct us to order bespoke, special-order or non-returnable materials and then cancel, you may be responsible for reasonable unrecoverable costs where permitted by law.

We will use reasonable efforts to attend at the agreed time. Emergencies, traffic, overrunning work, supply delays and circumstances outside our reasonable control can cause delays.

9. Consumer cancellation rights

For certain contracts agreed at your home, by telephone, message or online, you may have a statutory 14-day cancellation right.

If you ask us to begin work during an applicable cancellation period and later cancel, you may have to pay for work already carried out where permitted by law. Different rules may apply to urgent repairs or maintenance specifically requested by you.

Nothing in these terms removes any statutory cancellation right that applies to you.

10. Access and customer responsibilities

You must provide reasonable and safe access to the work area and relevant services, and keep children and pets away from the working area.

If the property is rented or leasehold, you are responsible for obtaining any necessary permission from the owner, landlord or managing agent unless we agree otherwise.

Unless included in our quotation, decoration, tiling, specialist flooring, boxing-in, fitted furniture removal/reinstatement and other building finishes are excluded.

11. Waste

Unless our quotation states that waste removal is included, the customer is responsible for disposal of waste arising from the work. Hazardous or specialist waste, including suspected asbestos, is excluded.

12. Liability

We will exercise reasonable care and skill when carrying out our work and are responsible where the law makes us responsible.

We are not responsible for loss caused solely by pre-existing defects, customer misuse, third-party interference, events outside our reasonable control or work outside the agreed scope, except where the law provides otherwise.

Nothing in these terms excludes liability where it would be unlawful to do so or removes your statutory consumer rights.

13. Problems and complaints

If you believe there is a problem with our work or a product supplied by us, please contact us promptly and give us a reasonable opportunity to inspect and, where appropriate, remedy the issue before arranging third-party remedial work, except where urgent action is reasonably necessary to prevent damage or ensure safety.

14. General

If any part of these terms is found to be unlawful or unenforceable, the remaining terms will continue to apply so far as legally possible.

These terms are governed by the law of England and Wales. The terms applicable to your job are those supplied or made available when the contract was agreed, unless a later change is expressly agreed.