

Terms & Conditions of Trade

1. Once a service request has been placed and responded to by Adrian Perren Plumbing, it is deemed that the fees & charges set down by Adrian Perren Plumbing have been accepted.
2. The labour rates will vary subject to the work carried out as outlined within the technician's service report.
3. Normal working hours are 7:30am- 4:30pm Monday – Friday.
4. Out of Normal working hours are works conducted before 7:30am Monday to Friday & after 4:30pm Monday to Friday.
5. Out of Normal working hours including Saturdays will be charged at time & a half.
6. Sunday works will be charged at double time.
7. Public holiday works will be charged at double time.
8. Any out of hour's calls are charged at minimum 2hrs at the prescribed rate stated previously.
9. Prices of materials / replacement parts will vary subject to the supplier's charges & availability.
10. Time travel may be charged additionally, subject to the location of the call out.
11. Upon arriving on site, should Adrian Perren Plumbing have to be directed to a new location, obtain keys, wait for any personnel to access the property / premises, wait for others which have occupied the intended area where we need to work in – this time will be included/charged additionally to the intended works to be undertaken.
12. If a call has been placed or works agreed to be undertaken on a specified time & date, and Adrian Perren Plumbing attends site where works cannot be undertaken or where they are "beyond Adrian Perren Plumbing's control, the duration of time on site and time attending site will be charged.
 - 12.1 "Beyond Adrian Perren Plumbing's Control" is Deemed the following: Adrian Perren Plumbing reserve the right to the discretion of:
 - 12.2 Any health & safety issue which is deemed potentially dangerous to Adrian Perren Plumbing or associated public.
 - 12.3 Undue weather conditions.
 - 12.4 Any legal issues which may be in conflict of interest between other / third parties that have a dispute/disagreement or unresolved debt pertaining to the work that Adrian Perren Plumbing has been engaged to undertake.
 - 12.5 Any animals within the area of works or allow access to the work space that may be considered to be a danger / threat /cause harm to Adrian Perren Plumbing personnel.
 - 12.6 Adrian Perren Plumbing personnel consider the actions of others that are in an aggressive / abusive / violent manor.
13. Should Adrian Perren Plumbing undertake works on site, where on completion of the call out service / repair / install no one is available to sign the technicians service report, a calling card will be left on site with details of job and Adrian Perren Plumbing's contact details and this will be deemed acceptance of works that have been carried out.

Payment Terms

14. Adrian Perren Plumbing service payments are strictly COD to all customers unless otherwise agreed to by Adrian Perren Plumbing.
15. Payments can be made by cheque, direct credit to the nominated bank account or cash to Adrian Perren Plumbing on, or before payment due date.
16. Contract Customers are strictly 7 days upon date of invoice and can be direct debited.
17. All products & materials used remain the property of Adrian Perren Plumbing until full payment is received. Adrian Perren Plumbing reserves the right to reclaim ALL goods unless paid in full.
18. LATE PAYMENT MAY BE SUBJECT TO MONTHLY ADMINISTRATION CHARGE OF \$35.00 PER MONTH OVERDUE.
19. Invoice may be used as a payment claim under the Building & Construction Industry Payments Act 2004.



- General Plumbing
- Renovations
- Blocked Drains
- Gas Installations
- Maintenance
- Licensed & Insured
- Micro Excavations
- Backflow Licensed
- Solar Hot Water Licensed

QUOTATION POLICY

Adrian Perren Plumbing offers free written quotes for all our plumbing, drainage & gas services.

However our free quote policy does not extend to any services that require any preliminary investigations, assessments or determinations, which would be deemed necessary to facilitate the provision of a quote.

Determining the extent of works relating to these services will be subject to our normal charges (see Terms & Conditions) and will be followed by a free written quotation for works required to meet the customer's outcome.

In the event of a quote requiring preliminary investigations, permission may be requested in writing from the direct client (the property owner, principal contractor, and property management), before any onsite inspection or investigation takes place.

All accepted quotes must be confirmed in writing before any work is carried out.

When issuing requests for quotes, please be aware that if we attend to a property and cannot detail a quote without carrying out any initial investigations, assessments or determinations our standard fees will apply and charged to the client requesting the service.

These measures are necessary to provide specific, accurate and cost effective services to our clients and yours.

Ben & Carly Perren

ADRIAN PERREN PLUMBING

Locally Owned and Operated for Over 35 Years