

Terms and conditions

1. Please read this document carefully as it will tell you everything you need to know about the terms and conditions on which we will deal with each other.
2. Internal and external drain cover that covers blockages on private drains only, including manual or mechanical unblocking.
3. Internal and external drain cover includes, free unblocking up to four times per year only for blockages caused by natural waste.
4. Internal and external drain cover includes, 20% discount on external drains services such as, CCTV survey and high pressure water jetting.
5. If the engineers find some non-natural waste inside your drains, for example Wet wipes, Tampons and Sanitary towels, you will have to pay £50 admission fee.
6. Our engineers will carry out work during our normal business hours which are 8am to 5pm Monday to Friday. If you have an active subscription with us we are able solve your problem on Saturday and Sunday between 10am and 2pm with a £50 callout fee.
7. Customers will have to inform our engineer of anything which may present a hazard or danger to anyone carrying out work inside or around property.
8. Customers must also make sure that our engineers have clear access to any relevant drains and covers, provide us with a supply of mains, water and electricity. If we incur additional work as a result of customer failure

to provide us with clear access to drainage systems, we may charge you for additional work and/or expense.

9. If our engineers need permission to access land owned or occupied by someone else, customer must help us to get that permission.
10. If you do not own the property, you confirm that you have obtained the owner's permission before you authorise us to start work on the property. We do not accept any liability for unauthorised works. You will be responsible for any losses, costs or damages which we incur as a result of any claims made against us for repairs carried out without the necessary consent.
11. Internal and external drain cover is for a twelve months contract.
12. You are able to cancel your subscription at any time, however we will require you to pay your outstanding balance in full until the end of the plan.
13. Your first four free Unblockages start after 14 days of the start of subscription date.
14. If in any case the drains aren't blocked and we are called out, you will lose one of your free unblockages.
15. Our Drain does not include soak away blockages.
16. If the engineer's spot that the drains/drain system is not constructed properly we may not be able to carry out the job.
17. We will agree with you what work we will carry out. We will then carry it out as soon as possible, depending on when an engineer is available.

18. We guarantee our expertise for 7 days after the date of issue.
19. We are not responsible in collecting any waste from your drains, we require our customers to provide us with waste disposal, otherwise we will charge £50 admission fee.
20. We will take reasonable care to carry out the work without causing unnecessary damage to your property, however you accept that the work (including removing or dismantling existing fixtures and fittings) may cause damage and certain areas may need redecoration following completion of the work. We will fill in any holes and leave the surface level if we have had to make access to your system so we could carry out the work, however, we will not replace the original surface or construction (for example, redecoration), unless the damage has been caused directly by our negligence. If the original surface or construction was damaged as a result of any prior fault with your system, for example a water leak, we will not replace the original surface.