



Terms & Conditions

The following terms and conditions apply to all sales and services provided by Plumbing Repair Inc DBA Thomas Plumbing, herein referred to as Thomas Plumbing.

Estimates

Estimates (also known as quotes or proposals) are only valid for 30 days from the date of their creation and while all efforts are made to guarantee the quoted price, no estimates are guaranteed until both parties sign a contract, as defined below.

Current prices of materials, labor, plumbing codes, building codes, and other related expenses dictate estimate totals and are subject to change. If changes occur to any of the above mentioned costs such that we can no longer perform the work at the estimated price at the time the customer is ready to sign, we will provide an updated estimate. In this event, the previous estimate is void.

A signed estimate by the customer giving Thomas Plumbing the approval to commence work is considered a legally binding contract.

Contracts

Thomas Plumbing agrees only to do the work as written in the signed estimate which when signed becomes a legally binding contract. Omissions in the written contract and any work requested in deviation to the contract are considered extra to the contract and are not included in the contract price. Any additional work not disclosed to Thomas Plumbing or which could not be reasonably anticipated by Thomas Plumbing are not included in the contract price and will be charged in addition to the contract price. Additional work will be agreed upon separately using a Change Order, signed by the customer.

Thomas Plumbing will complete the entire contracted scope of work as scheduled or within 90 days of the signed estimate. Work dates are subject to change due to unforeseen circumstances and will be rescheduled in a timely manner.

Thomas Plumbing will attempt to complete the entire contracted scope of work within the timeline referenced in the estimate, or within 90 days, whichever is shorter. However, Thomas Plumbing is not responsible for delays in work due to circumstances such as: delays from other contractors that limit or impede our ability to complete the work, customer-initiated change orders, customer unavailability, site

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unavailability, material or supply availability, changes in plumbing or building codes, extreme weather, acts of God, etc.

Thomas Plumbing will work diligently to complete the work to the customer's satisfaction in accordance with our satisfaction guarantee.

Guarantees

Thomas Plumbing aims to deliver a memorable experience to all of our customers, providing unmatched customer service and quality. Our one year warranty is our commitment to each and every customer to deliver on that promise. Details of our guarantee are as follows:

12-Month Service Work Guarantee:

For the first year following completion of the contracted service: If you are not fully satisfied, please contact Thomas Plumbing, and we will work to resolve the issue OR we will refund your service call fee.

12-Month Installation Guarantee:

For the first year following completion of installation work: If you are not fully satisfied, please contact Thomas Plumbing, and we will work to resolve the issue OR we will remove the installed equipment and give you a refund.

Guarantee Conditions

Guarantee only covers the contracted and completed work we have done on the premises. This guarantee is void and null should another company or person make any modifications to the work completed by Thomas Plumbing. Acts of God or other disasters are not covered by this guarantee, including floods, freezing pipes, power surges, outages, or any other circumstances beyond our control. Extended warranties are only valid if in writing and signed by Thomas Plumbing. We accept no liability or responsibility for pre-existing equipment, materials or parts with this guarantee.

The following items are excluded from the 12 month guarantee:

- Drain Cleaning
- Sewer Stoppages
- Materials or equipment we did not supply, including materials supplied by the customer

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Deposits

Deposits are required for services where equipment or materials must be ordered prior to the job. Details on the required deposit will be noted on the Estimate (typically 20%) and are due at the signing of any estimate, which becomes a legally binding contract at signing.

Deposit Payment is due at Estimate signing, and can be paid directly to Thomas Plumbing through the link on the deposit invoice via check, major credit card or cash. Financing is not offered for deposits.

Payments

Payment in full is due (less any deposits) upon completion of service, and can be paid directly to our service technician via check, major credit card, cash or financing. Financing application must be completed and job marked as "Finished" to release funds to Thomas Plumbing upon completion of service. Invoices not paid within 30-days of completion of service will incur a \$50 late fee, charged weekly until payment remittance.

Thomas Plumbing retains full ownership of any materials and/or equipment until full payment is made. Thomas Plumbing will be held harmless for damages resulting from the removal thereof if payment is not completed within 30-days of the completed service.

Non-refundable Materials or Equipment

Occasionally, Thomas Plumbing must order non-refundable special-order materials and/or equipment that cannot be returned. In this case, the deposit will be used to cover all costs associated with ordering these special-order materials and/or equipment.

Non-refundable special-order materials will be marked as such and are not subject to refunds. If a customer decides to cancel their contract, ownership and possession of special-order materials/equipment can be transferred to the customer.

Signature on Estimates or Invoices

By signing the contract ("contracts" include all proposals, quotes, estimates, and work orders) I, the customer, am agreeing that I have read and understand these terms and conditions which are applicable to all contracts. No changes, cancellations or warranties to this contract are valid without being added separately in writing via change order, and signed by both parties. I agree to the terms and conditions set forth above. If you have any questions about the above terms and conditions, please reach out to us by phone at (910) 904-3104 or by email at contactus@thomasplumbingnc.com.