

How to place an order

Clarity:

Check that you have been clear in your instruction or your specification to us and that we completely understand your needs.

Please read your quote/estimate in full and carefully, ask us to clarify any queries you may have and please check for errors. It is important that you have checked all the items listed in the quote are what you want. Do not assume that the discussion you had with the estimator/surveyor is reflected in the quote/estimate. If it is not written on the quote/estimate it will not be included. You should bring any questions/queries to our attention before you accept the quote/estimate.

Be aware that all written communication between yourselves and us, as well as information on our website, may form part of the contract.

Ordering:

- As a member of the Buy With Confidence/Trading Standards scheme, we ask that you send a written order – this can be done via;
- Text
- Letter
- Email
- WhatsApp
- Social Media
- Quote acceptance form (found at www.christyplumbing.co.uk)

Cancelling the contract: If you want to cancel a service you've arranged online, over the phone or by mail-order, you get a 14-day cooling-off period. Further information is listed in our terms and conditions and also :

<https://www.citizensadvice.org.uk/consumer/changed-your-mind/cancelling-a-service-youve-arranged/>

Terms and Conditions:

Please ensure you read our terms and conditions which can be found at <https://christyplumbing.co.uk/wp-content/uploads/2022/08/Terms-Conditions-Updated-17082022.pdf>

We can also email or post a copy of our terms and conditions and customer information to you.

CONTACT US FOR MORE INFORMATION

Call us: 01234 325 620

www.christyplumbing.co.uk