

## **Call Back Guarantee**

The Plumbing Industry is in a sad state of affairs when you only have to return a clients call and that stands out as “*great*” customer service.

At Heritage Plumbing we believe this is the minimum all of our clients deserve and as such we put our money where our mouth is, with the Heritage Plumbing Call Back Guarantee - if we don't return your call within 24 hours you get 1 hours free service credited off your invoice for each offence, no extra fees and no hidden charges.

Conditions apply\*

## Heritage Plumbing Call Back Guarantee

### Terms and Conditions (\*)

#### 1. The Offer

- a. "Heritage Plumbing" offer to call back all "Customer" within 24 hours of receiving a message or upon stating an "Intent to Call" to provide further details, quotes, information or other form of advice regarding your plumbing requirements.
- b. Offer valid for calls or messages left on our local Albury No. (02) 60 090 290, during normal "Business Hours" only, calls will also be returned during these
- c. Where "Heritage Plumbing" has indicated an "Intent to Call" we will note this time on the "Intent to Call Register" and provide the customer with an "Intent to Call Card".
- d. Upon a breach of this offer "Heritage Plumbing" will credit 1 hour of labour off the total invoice of work currently being undertaken for each "Offence". Current value of the offer is \$71.50 inc GST.

#### 2. Claims

- a. The "Customer" shall
  - i. Provide at least 2 (two) valid points of contact to "Heritage Plumbing", these may include:
    - personal or work mobile telephone numbers
    - home, office or facsimile fixed telephone numbers
    - personal or work email
    - postal and billing addresses
  - ii. Record the time of the original call, message, or intent to call
  - iii. Notify "Heritage Plumbing" of the breach within 24 hours of the breach occurring and provide their "Reference Number"
  - iv. Where an oversight occurs, any claim not indicated on the invoice shall be brought to the attention of "Heritage Plumbing" in writing by the "Customer" within 30 days of the invoice being generated, all invoices and accounts after this period shall be deemed to fully comply with the terms of the Contract and the "Customer" shall be deemed to have accepted the same accordingly and waived their claim of this offer.
- b. "Heritage Plumbing" shall
  - i. Note the date and time of the alleged breach and confirm this from the "Customers" message or the "Intent to Call Register"
  - ii. Upon receiving "Notification" of a breach, "Heritage Plumbing" shall provide the "Customer" with an Incident No and record the date and time of the breach
  - iii. Apply the Heritage Plumbing Call Back Guarantee discount to the "Customers" current invoice; this will be identified by the Incident No on the line item in the discounts section of the invoice where the discount has been applied.
  - iv. Where this has NOT been applied to the invoice and the "Customer" has notified "Heritage Plumbing" of the oversight within the 30 days, "Heritage Plumbing" SHALL rectify or make good the claim in such time as is reasonable in the circumstances.

#### 3. Exceptional Circumstances

- a. Where "Heritage Plumbing" has made every attempt to contact a "Customer", but is unable to do so because of circumstances outside of our control, "Heritage Plumbing" will not be held responsible in such an event.
- b. Circumstances considered to be outside of the control of "Heritage Plumbing" are
  - i. Incorrect, disconnected, flat, unanswered or out of service area mobile phones with no message bank facility,
  - ii. Incorrect, disconnected or unanswered fixed service telephone numbers,

- iii. Mobile or fixed telephone network outages,
- iv. Times outside of regular "Business Hours"
- v. "Customer" on holidays, ill or unavailable for any reason that makes it impossible to be contacted,
- vi. Where the above circumstances occur, and as a last resort "Heritage Plumbing" SHALL post an acknowledgement letter to the "Customer" with the date of postage being deemed the date of contact and not the date of receipt of correspondence
- vii. Strikes, lock-outs, accidents, labor shortages, fire, flood, seasonal conditions or other calamity, shortages or failures of supplies of fuel, power, or transportation, or unavailability of power, or transport, or breakdown of equipment, civil disturbances, or order of any government, or war, or act of God, or any other events beyond the control of "Heritage Plumbing" wherever occurring

#### 4. Disputes

Where a dispute arises

- a. The "Customer" shall
  - i. Provide written or documentary proof of a breach of offer by "Heritage Plumbing", by certified copy of Telephone bill, certified copy of email correspondence, original copy of "Intent to Call Card"
  - ii. Provide a Statutory Declaration outlining the circumstances of the breach
- b. "Heritage Plumbing" shall
  - i. Provide written or documentary proof of attempt to call "Customer", by certified copy of Telephone bill, certified copy of email/facsimile correspondence with "Customer" or other service provider, certified copy of "Intent to Call Register", certified copy of Postage receipt
  - ii. Provide a Statutory Declaration outlining the circumstances of the attempt to contact the "Customer"

#### Definitions

"Customer" the person who instigated the original contact with "Heritage Plumbing" and is the signatory to a "Work Request", or the named account holder associated with the "Reference Number", or a member of their family or household, or where the person is not an individual, but an organisation or commercial entity, any authorised representative, employee or member of such an organisation or commercial entity

"Heritage Plumbing" Heritage Plumbing Pty Ltd trading as Heritage Plumbing, ACN – XXX XXX XXX; its directors, employees, or authorised representatives

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 www.heritageplumbing.com.au  
 info@heritageplumbing.com.au  
 (02) 60 090 290

"Reference Number" Individual "Customer" account reference number used for all correspondence and communication between "Heritage Plumbing" and its "Customers", used to reference all "Customers" details including login

details, username and password for the "Heritage Plumbing" Customer Portal and accounts and records for warranties and billing enquiries.

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|---------------------------|---|
| "Offence"                 | A breach of our offer whereby we fail to call back a "Customer" within 24 hours, the breach is considered to start from the end of the initial 24 hour period, where the breach continues for a second or subsequent 24 hour period and the "Customer" has NOT notified "Heritage Plumbing" (as per Section 2. a. iii above), the breach is considered to have taken place upon "Notification" being made to "Heritage Plumbing"  |
| "Notification"            | Contact made to "Heritage Plumbing" by the "Customer" in person, or through a telephone call, email or voice mail message.  |
| "Business Hours"          | Monday to Friday 8.00am to 5.00pm EST (or EDST where applicable), DOES NOT include weekends, NSW or Australian National public holidays, or the public holidays applicable to the "Customers" place of residence or location where work is to take place. Calls to be returned on or during these times SHALL be returned on the next appropriate business day.   |
| "Work Request"            | Prior to the commencement of any work, "Customers" shall sign a document headed Work Request or Quote Request, an electronic copy of this shall be made available on the Heritage Plumbing website in the Customer Portal; signatory to this document also includes acceptance of the "Heritage Plumbing" General Terms and Conditions of Trade (also publicly available online); establishment of an account, including login details, username and password shall be provided upon signatory to either of these documents |
| "Intent to Call"          | Where "Heritage Plumbing" has indicated verbally to a "Customer" their intention to call, the time and date that the intention was made as well as the time and date of the call to take place SHALL be recorded in the "Intent to Call Register", where the intention is made in the presence of the "Customer", the "Customer" SHALL be provided with an "Intent to Call Card"  |
| "Intent to Call Register" | Internal documentation used by "Heritage Plumbing" to record all correspondence with "Customers", includes no personal identifying information, but uses the customer ID provided to "Customers" upon establishment of an account; date and time that intention was made, date and time of the intended call, date and time that the responding call took place. A copy of the register is available on the "Heritage Plumbing" website to "Customers"  |
| "Intent to Call Card"     | Calling card provided to "Customers" to clearly identify the obligation of "Heritage Plumbing" to call them back at or before a set time; agents name; date and time that intention was made, date and time of the intended call  |