



TERMS AND CONDITIONS OF SERVICE

(Covers emergency drainage work & cancellations)

1. Definitions

“The Company” refers to A&B Drainage Ltd. “The Client” refers to any person or business ordering our services.

2. Services

We provide drainage services including but not limited to drain clearance, repairs, CCTV surveys, and emergency call-outs.

3. Quotations & Pricing

All prices are subject to VAT at the current rate. Quotes are valid for 14 days unless otherwise stated.

4. Emergency Call-Outs

Emergency works requested to start immediately are exempt from the 14-day cooling-off period under the Consumer Contracts Regulations.

5. Payment Terms

Full payment is due upon completion unless otherwise agreed in writing. Late payments may incur interest under the Late Payment of Commercial Debts Act.

6. Liability

We are insured for public liability up to £5,000,000. We will not be liable for indirect or consequential loss.

7. Complaints

See our Complaints Procedure.