

Refund Policy

1. Introduction

At FH Heating and Plumbing Ltd, we are committed to providing high-quality plumbing and heating services. If you are not completely satisfied with our service, we encourage you to review our refund policy below.

2. Service Refunds

We strive to ensure all work is completed to the highest standards. However, if you are dissatisfied, we offer refunds under the following conditions:

- If the service provided does not meet the agreed-upon specifications or industry standards.
- If a service is cancelled by FH Heating and Plumbing Ltd before any work has commenced.
- If the service cannot be completed due to unforeseen circumstances on our end.

Refunds will not be issued for:

- Changes in customer preference after work has commenced.
- Issues resulting from pre-existing plumbing or heating faults not disclosed before work began.
- Failure to provide access to the property on the agreed service date.

3. Product Refunds

If materials or products supplied by FH Heating and Plumbing Ltd are found to be faulty, we will replace them or provide a refund, subject to the following conditions:

- The fault is reported within 14 days of installation.
- The product has not been tampered with or misused.
- The refund or replacement is in line with the manufacturer's warranty and policy.

4. Refund Process

To request a refund, please contact our office at [Company Contact Information] with details of the issue, supporting evidence (such as photos or reports), and proof of payment. Refunds will be processed within 14 days after approval.

5. Cancellations

If you wish to cancel a scheduled service, the following terms apply:

- Cancellations made at least 48 hours before the scheduled appointment may be eligible for a full refund.
- Cancellations within 48 hours may incur a cancellation fee to cover administrative and scheduling costs.
- No refunds will be provided for cancellations on the day of the scheduled work unless due to exceptional circumstances.

6. Contact Us

If you have any questions about our refund policy, please contact us at: **FH Heating and Plumbing Ltd**

Flexi Office 1, Big Yellow Storage, Portsmouth, PO4 8BF
02393 812322

info@fh-hp.co.uk

This policy is subject to periodic review and may be updated as necessary.

Signed:

A handwritten signature in black ink, appearing to read "Freddie Hoare", written over a horizontal line.

Name: Freddie Hoare

Date: 26/07/2024