

## Provision of Services Regulations Information

**Name:** PlumbJet (London) Ltd.

**Legal form:** A limited company registered in London and incorporated in the UK

**Service:** Unblocking of drains, CCTV drain investigations, repair of drainage systems, replacement of drainage systems and vacuum tanker services.

**Registered office and postal address:** 47 High Street, Barnet, Hertfordshire, EN5 5UW

**Telephone:** 0800 876 6277 and 0208 367 2295

**Email:** Info@plumbjet.com

**Public registers:** Details about the limited company's registration can be viewed at [www.companieshouse.gov.uk](http://www.companieshouse.gov.uk) under reference number 7336889

**VAT number:** 141 9875 86

**Regulating body:** N/A

**General terms and conditions:** Please find our general terms and conditions on the terms and conditions web page. A letter of engagement accompanied by our standard terms and conditions will be provided at the start of any contract for works.

**Applicable law:** Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.

**Work Guarantees:** All maintenance works (unblocking, vacuuming and jet cleansing) guaranteed for 24hrs from time of completion, this is due to the fact PlumbJet (London) Ltd. cannot ensure what is put down a drain once we have left a particular property/site. Our engineer will ask for customer presence as he runs a relevant tap for a minimum of 3 minutes or flushes relevant W/C 10 times to show that the system is running freely. Any major works (Dig ups and drain replacement) are guaranteed for 60 days from the time of completion. The relining service we offer is structurally guaranteed to withhold any ground movement for a period of 25 years from the time of installation.

**Complaints:** Complaints can be made by contacting PlumbJet (London) Ltd. at the above address. Or by email to [info@plumbjet.com](mailto:info@plumbjet.com) with the subject of 'Formal Complaint'.