

CUSTOMER INFORMATION



AVOID COSTLY SURPRISES

HOW TO AVOID NASTY, COSTLY SURPRISES

- ✓ Paying by the hour means you take ALL the risk
- ✓ A lot of jobs take longer than your plumber first presumed for a number of reasons
 - ✓ The serviceman/woman works slowly
 - ✓ They may have to pick up additional materials
 - ✓ The job may be more complicated to complete/install
- ✓ ...All of these add to the end cost of your bill due to the higher labour costs incurred

BE VERY WARY OF QUOTES GIVEN OVER THE PHONE

It is impossible to provide customers with accurate quotes over the phone, and they are most likely going to under quote you to get their foot in the door. We believe that the best approach is to be honest with our customers and schedule an appointment for us to come to your property to assess the work correctly.

Q. WHAT TO DO WHEN YOU GET A QUOTE OF THE PHONE

- ✓ Ask him if they can provide a fixed quote in writing before any work commences
- ✓ Always check you are both in agreement on the work that is to be completed. This helped to avoid any nasty surprises at the end of the job when payment is required.
- ✓ Don't be afraid to ask questions, e.g. How long will the work take? If they require you to turn off any of the services to your property, then how long will this be for?
- ✓ Ask if there are any worst case scenarios that they foresee, and if so what will this do additional costs?
- ✓ If the plumber does not make you feel at ease or is not helpful or forthcoming, **PLEASE DO NOT USE THEM.**

For more information please go to our website:
www.bondiplumbing.com.au

