TRUEFLOW PLUMBING (PTY) LTD

Where Quality Flows Naturally

TERMS & CONDITIONS OF PLUMBING SERVICES

CLIENT ACCEPTANCE — DRAFT FOR OWNER APPROVAL

Client Name:	_____	**Date:**	_____
Client / Site Address:	_____	**Quote Ref.:**	_____
Project / Description:	_____	**Invoice No.:**	_____

1. Acceptance of Terms

By signing these Terms & Conditions, the Client confirms that the Client has read, understood and accepts these terms together with the applicable quotation, scope of work and any written variations approved by TrueFlow Plumbing (Pty) Ltd ("TrueFlow"). These terms form part of the agreement for the plumbing work described above.

2. Quotation, Scope & Variations

- The agreed work is limited to the scope described in the accepted quotation or written instruction.
- Work outside the agreed scope may require a separate quotation or written variation.
- Where concealed conditions, defective existing work, access limitations or unforeseen site conditions are discovered, TrueFlow may advise the Client of additional work and associated costs before proceeding, where reasonably practicable.
- No discount, price change or unusual payment arrangement is authorised unless approved by TrueFlow.

3. Invoice Number & Payment Reference

Invoice Number: The Client must quote the TrueFlow invoice number shown on the invoice when making payment and when sending proof of payment or payment-related correspondence. The invoice number is the primary payment reference for the applicable account. The invoice number recorded above is a reference field and does not by itself confirm that an invoice has been issued or that work has been completed.

4. Payment Terms

- Unless otherwise agreed in writing, TrueFlow's invoice template provides for payment within 30 days of the invoice date.
- The Client remains responsible for payment of agreed charges and any approved additional work.
- Proof of payment should clearly show the relevant invoice number.
- Extended payment terms, staged payments or unusual payment arrangements require TrueFlow's written approval.

5. Access, Site Conditions & Client Responsibilities

- The Client must provide reasonable access to the property and areas required for the work.
- The Client must disclose known site conditions, existing plumbing defects and relevant information that may affect the work.
- Where practical, the Client should remove valuables or items that may obstruct the work area.
- TrueFlow may pause or reschedule work where safe access, suitable working conditions or required information is not available.

6. Materials, Existing Services & Workmanship

- Materials supplied by TrueFlow will be selected in accordance with the agreed scope and reasonable project requirements.
- Existing plumbing, electrical systems, building work and concealed services may contain defects or conditions outside TrueFlow's control.
- TrueFlow will use reasonable professional care in carrying out the agreed plumbing work.
- Where specialist electrical work is required, the Client may need to appoint an appropriately qualified electrical contractor.

7. Compliance & Certificates

Where the work requires a certificate, compliance document, inspection or municipal process, the applicable requirement depends on the nature and location of the installation. Any certificate or compliance document supplied by TrueFlow will relate to work within its scope and subject to applicable requirements.

8. Defects, Damage & Complaints

- The Client should notify TrueFlow as soon as reasonably possible of any workmanship concern relating to completed work.
- TrueFlow should be given a reasonable opportunity to inspect and, where appropriate, remedy a workmanship issue before another contractor alters the relevant work, except where immediate action is reasonably required to prevent damage or danger.
- TrueFlow is not responsible for pre-existing defects, failures in existing installations, consequential building defects or damage caused by persons or contractors outside TrueFlow's control.

9. Cancellation, Delays & Site Disruption

The Client acknowledges that plumbing work can be affected by access, material availability, concealed conditions, building works, municipal requirements and other circumstances outside TrueFlow's reasonable control. Cancellation or postponement arrangements will be dealt with according to the circumstances and any written agreement between the parties.

10. Emergency Work

Emergency or after-hours work is subject to TrueFlow's availability and confirmation. No response time or arrival time is guaranteed unless specifically confirmed by TrueFlow.

11. Agreement & Authority

The person signing below confirms that they are authorised to accept these terms on behalf of the Client and that the information provided is accurate.

CLIENT ACCEPTANCE

Client / Authorised Representative:	_____
Full Name:	_____
Signature:	_____
Date:	_____

How to return: Sign the document, scan or photograph the signed pages clearly, and send the signed copy to TrueFlow. Include the invoice number in the message or email subject where applicable.

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DRAFT: Prepared for business-use review and owner approval before being issued as final contractual Terms & Conditions. This is not legal advice.