

Website & Service Request Terms

Applies to all enquiries, quotes and services requested through this website, by phone, or via any Nevflow Plumbing enquiry form.

Last updated: 20 July 2026

By submitting an enquiry form or booking a service, you agree to these terms and to our standard Terms of Trade.

1. Our 90-Minute Response Commitment

Our 90-minute response is a **target we commit to wherever we reasonably can** — it is not an unconditional guarantee of arrival time.

We will be at your property within 90 minutes of accepting your emergency call, subject to:

- **Current workload.** We are a small owner-operated team. If our plumbers are already on site at another job, we cannot leave that customer mid-work. In that case we will tell you at the time of your call what our realistic ETA is, so you can decide whether to wait or call another provider.
- **Travel distance.** The 90-minute window applies to our core service area. Jobs at the outer edges of the Auckland region may take longer.
- **Traffic, weather and road conditions**, including events outside our control.
- **Access.** The 90 minutes is measured to arrival at the property. It does not include time waiting for keys, gate codes, body corporate approval, tenant access or property manager authorisation.
- **Emergency triage.** Where multiple emergency calls are received at once, we prioritise by risk to health, safety and property.

We will always tell you our expected arrival time when you call and will contact you if that changes. If we cannot meet a 90-minute response, we will say so up front rather than leave you waiting.

We do not offer a refund, credit or penalty payment for a response that exceeds 90 minutes.

2. Flat-Rate Pricing — What It Covers

Our flat-rate pricing means: **once the fault is identified and we have given you a price, that price does not change** unless the scope of work changes and you approve it in writing (including by text or email).

Flat-rate pricing applies to defined work on an identified fault. It does not apply to diagnosis.

2.1 Diagnostic work

Many plumbing and hot water faults cannot be identified without testing. Diagnosis is often a process of elimination — for example, isolating a leak, pressure testing, checking valves, elements, thermostats, controllers or gas supply, or excavating to locate a fault.

- Where the fault can be identified using **basic diagnostic testing**, that testing is included in the flat-rate price for the resulting repair.
- Where the fault **cannot** be identified using basic diagnostic testing, our **standard charge-up rates apply** to all further investigation time, materials and equipment. We will tell you before we move to charge-up work, and give you an estimate of the likely investigation cost.
- If you choose not to proceed with the repair after diagnosis, our standard charge-up rates apply to the diagnostic time and any parts used.

2.2 Fixed price given before we arrive

Any price given over the phone, by email or from photographs is an **estimate based on the information you provide**. It becomes a fixed price only once we have inspected the job on site. If the on-site conditions differ from what was described, we will requote before starting work.

2.3 What is not included in a flat-rate price

Unless expressly stated in writing, a flat-rate price excludes:

- Work arising from pre-existing, hidden or non-compliant plumbing, wiring, structure or fittings
- Damaged, corroded or seized components discovered during the work
- Consent, council fees, inspections, engineering or trade work outside our licensed scope
- Making good, repainting, tiling, gib work, restoration or landscaping
- Repairs required due to the condition of the property rather than the fault attended
- After-hours, public holiday or weekend loadings, unless stated in writing

Where any of these arise, we will stop, explain the position, and give you a revised price for approval before continuing.

3. \$0 Call-Out Fee — New Customer Offer

The \$0 call-out fee offer is available to **new Nevflow Plumbing customers only** and is subject to all of the following:

- 1 You must **request the offer at the time of enquiry** — either by noting it on your enquiry form or telling us when you call. It cannot be applied retrospectively to a completed job or an issued invoice.
- 2 You must **complete and submit the Nevflow enquiry form we send you**, including any photographs or information reasonably requested, so we can prepare an **off-site quote** before attending. If the form is not completed, or is returned with insufficient information for us to quote off site, our standard call-out fee applies.
- 3 The offer waives the **call-out fee only**. Labour, materials, diagnostic charge-up time and after-hours loadings are charged normally.
- 4 The offer applies to **one job per customer, property and household**, and cannot be used with any other Nevflow offer, discount or promotion.
- 5 The offer does not apply to jobs where the customer declines to proceed after attendance, or where attendance is aborted due to lack of access.
- 6 We may withdraw or change this offer at any time. The terms in force at the time of your enquiry apply.

4. Quotes and Estimates

- Written quotes are valid for **30 days** from the date of issue unless stated otherwise.
- Quotes are based on the scope described. Variations are charged in addition and require your approval.
- **Estimates** are our best assessment of likely cost and are not fixed prices.
- Material prices are subject to supplier availability and change. Where a specified product is unavailable, we will offer an equivalent alternative for your approval.
- All prices include GST at 15% unless stated as excluding GST.

5. Access, Site Conditions and Safety

- You must provide safe, clear and lawful access to the work area, and authority for us to carry out the work.
- If you are not the property owner, you confirm you have the owner's authority to instruct the work.

- Where access is not available at the agreed time, or the site is unsafe, we may reschedule and charge a call-out fee for the failed attendance.
- We are not responsible for the condition, compliance or performance of existing plumbing, fittings or building elements we did not install.

6. Payment

- Payment is due on the terms shown on the invoice.
- Where an account is not held with us, payment is due on completion of the work.
- Overdue accounts may incur interest and reasonable recovery costs as set out in our Terms of Trade.
- Title in all materials supplied remains with Nevflow Plumbing Limited until payment is made in full.

7. Workmanship and Warranty

- Our workmanship is warranted for **12 months** from completion.
- Products and appliances carry the manufacturer's warranty only. We will assist you to make a manufacturer's warranty claim but the warranty is between you and the manufacturer.
- The warranty does not cover fair wear and tear, misuse, damage by others, water quality or pressure issues, ground movement, freezing, or work altered by a third party.

8. Scope of Licensed Work

Nevflow Plumbing Limited holds PGDB registration **#20795 for plumbing**. Any work outside our licensed scope is either carried out by an appropriately licensed subcontractor or referred to a suitably qualified provider. We will tell you where this applies.

9. Your Consumer Rights

Nothing in these terms limits or excludes your rights under the **Consumer Guarantees Act 1993** or the **Fair Trading Act 1986** where you acquire our services as a consumer.

Where you acquire our services **for the purposes of a business**, you agree that the Consumer Guarantees Act does not apply, to the extent permitted by section 43 of that Act.

10. Reviews, Ratings and Awards

Ratings, review counts, award listings and response statistics shown on this website reflect our position at the time of publication and may change. Reviews are those of the individual customers who left them and are not a guarantee of any particular outcome for your job.

11. Privacy

Information you provide through an enquiry form, including photographs, is collected so we can assess and quote your job and contact you about it. We handle it in accordance with the Privacy Act 2020. We do not sell your information. You may request access to, or correction of, your information at any time by emailing info@nevflowplumbing.co.nz.

12. Acceptance

By submitting an enquiry form, requesting a quote, or instructing us to carry out work, you confirm that you have read and agree to these terms and to our standard Terms of Trade, and you authorise us to contact

you about your service request.

Where these terms conflict with our Terms of Trade, our Terms of Trade prevail.

Nevflow Plumbing Limited

PGDB Reg #20795 (Plumbing)

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