



TERMS OF QUALITY AND SERVICE

This document serves as the terms and conditions governing the provision of services by Plymouth Gas Services, registered address 35 Trelawney Avenue, Plymouth, Devon, PL5 1RH.. By requesting the services of Plymouth Gas Services, the customer agrees to be bound by these terms and conditions.

Section 1 CODE OF CONDUCT

At Plymouth Gas Services, we take pride in providing top-quality service to our customers. Our staff members are held to a high standard of professionalism, and we expect them to conduct themselves accordingly. We are committed to providing our customers with the highest level of service, which includes:

- Punctuality: Our staff will arrive at the agreed time and will communicate any delays in advance.
- Professional Appearance: Our staff will be suitably dressed in company uniform with identification badges.
- Appropriate Language: Our staff will communicate with customers using clear and respectful language.
- DBS Checks: All our staff are required to undergo DBS checks and are only employed if they meet our standards.
- Tidiness: Our staff will leave the work area clean and tidy after completing the job.

Customer safety is of utmost importance to us. All our staff are trained to prioritise safety in all aspects of their work. We guarantee that all parts and materials used in our work are of high quality and comply with all relevant safety regulations.

We are committed to providing our customers with copies of or the original manufacturer warranty documents for all parts used in their projects.

Section 2 COMPLIMENTS AND COMPLAINTS

At Plymouth Gas Services, we value our customers' feedback and are committed to continuously improving our service. We welcome all compliments, and they can be submitted to our office email or directly to our reviews platforms.

We take complaints very seriously, and we have established a process to ensure that all complaints are handled in a timely and fair manner.

All complaints must be submitted in writing to our main office email address. We will acknowledge receipt of all complaints within 48 hours and will reply within 7 working days.

In the event of a disagreement, we will attempt to resolve the matter with the customer. If a resolution is not possible, we will refer the matter to the relevant authorities.

Section 3 SUBCONTRACTORS

Any subcontractors we employ are bound by the same terms and conditions as Plymouth Gas Services. We ensure that all subcontractors we engage with are of the same high standards as our own employees and are committed to providing the same level of quality and service.

Thank you for choosing Plymouth Gas Services for your gas and plumbing needs. We are committed to providing you with the best possible service and look forward to working with you.