

TRIFLOW CONCEPTS

INSTALLATION T&CS AND CANCELLATION POLICY

WE WILL ATTEMPT TO BOOK IN INSTALLATIONS AT EARLIEST OPPORTUNITY, BUT AVERAGE WAITING TIME IS 3 TO 5 WEEKS.

PLEASE NOTE THAT INSTALLATION CAN ONLY BE OFFERED UNDER THE FOLLOWING CONDITIONS:

1. INSTALLATION AVAILABLE FOR UK RESIDENTS ONLY (INCLUDING NORTHERN IRELAND).
2. INSTALLATION ONLY APPLIES TO TRIFLOW ORIGINAL SYSTEM FILTER TAPS.
3. TRIFLOW CONCEPTS ARE RESPONSIBLE ONLY FOR THE PRODUCTS WE INSTALL.
WE DO NOT GUARANTEE TO COVER ANY NON-RELATED FAULTS ARISING FROM INSTALLATION, AND ANY SUCH WORK CARRIED OUT MAY BE CHARGEABLE TO CUSTOMER.
4. EXISTING WORKTOP /SINK MUST HAVE 35MM HOLE DIAMETER. PLEASE NOTE THAT TRIFLOW CONCEPTS WILL NOT CARRY OUT ANY ALTERATIONS TO WORK SURFACES.
5. CUSTOMER MUST BE ABLE TO TURN OFF BOTH THE HOT AND COLD-WATER SUPPLY TO THE TAP. NOTE THAT IF ADDITIONAL WORK IS REQUIRED TO ISOLATE THE WATER SUPPLY, THEN TRIFLOW RESERVE THE RIGHT TO CHARGE FOR ANY ADDITIONAL PARTS AND LABOUR.
6. THERE MUST BE CLEAR ACCESS TO THE BELOW SINK PIPEWORK.
7. SUITABLE PARKING MUST BE MADE AVAILABLE TO INSTALL AGENT. ANY PARKING OR CONGESTION CHARGES INCURRED WILL BE CHARGEABLE TO CUSTOMER.
8. PAYMENT FOR THE INSTALLATION MUST BE MADE IN FULL AHEAD OF APPOINTMENT DATE BEING CONFIRMED.

CANCELLATIONS

TRIFLOW CONCEPTS RESERVE THE RIGHT NOT TO CARRY OUT WORK IF THE HEALTH AND SAFETY OF OUR INSTALLER CANNOT BE GUARANTEED. IN THIS INSTANCE WE RESERVE THE RIGHT TO RETAIN A CALL OUT FEE OF £99 AND REFUND THE REMAINDER OF THE FEE.