

RT PLUMBING & DRAINAGE Ltd.

7 Point Client Satisfaction Guarantee

1. SMALL ENOUGH TO CARE, BIG ENOUGH TO GET THE JOB DONE

From quote to execution to completion, our customers are our priority whether it is the smallest renovation to a new build home, we treat our customers with respect to ensure a long-lasting relationship.

2. RELIABLE AND ON TIME

We understand that time is money and to ensure we strive to not waste either. Our staff will arrive at the job prepared and in a timely manner.

3. GUARANTEED COMMUNICATION

Keeping you in the loop, e.g. change from plans and provide you with a solution should any design issue arise. On project completion we continue to provide reliable customer service to the home owner/ property owner. At the owners request we would set a time to walk the owner through their newly installed plumbing system to show them the complete operating system and answer any plumbing related questions.

4. QUALITY PRODUCTS AND MATERIALS

We use quality materials and brands, all covered with warranties from reputable suppliers, so you have peace of mind.

5. QUALITY WORKMANSHIP

We sit our team down and plan each job, so when we start the job we hit the ground running, delivering quality work and meeting your deadlines. Your assurance of the best quality of work that you would expect from a Registered Master Plumber and the \$20,000 Master Plumber Guarantee.

6. ADMINISTRATION AND DOCUMENTATION

All costing and invoices will be issued in a timely manner, so you can track your budget. Any completion documentation or hand over documentation will be provided to you at your request at the end of each project.

7. QUALITY ASSURANCE

We use a QA check list that we check and sign off for each stage of our plumbing installation. Under slab drainage e.g. flood test, position, Setout. First fix/rough in e.g. fixture position, water pipe pressure test. Final fit off e.g. fill and drain all fixture, water pressure check, hot water temperature, silicone. Just to name a few.

