



LCPRS LIMITED

LOW CHARGE PRESSURE RECEIVER SYSTEMS

1. Workmanship Guarantee

Our livelihood depends on your satisfaction which is why you can expect the highest of standards in our workmanship. All our tradespeople hold the relevant qualifications and licensing for the work they do, and we provide a 12-month warranty on all their workmanship.

2. Quality Materials Guarantee

We only use the best quality materials and resources that are suitable for your project – guaranteed. We also make sure all appliances we install are compliant with NZ standards and regulations and carry a genuine manufacturer's warranty.

3. On-site Quality Service Guarantee

Climate & Plumbing is committed to providing a consistent and quality service to all its customers. When visiting your property, full consideration will be given to the health, welfare, safety, security, and convenience of all occupants while we are on site. We also guarantee we will leave your site clean and tidy when we have finished the job.

4. Communication Guarantee

It is important to us that we create great relationships with our customers and ongoing communication is a big part of our guarantee. You will be kept posted about any issues or unforeseen circumstances that arise. We understand that sometimes things don't go to plan and we are 100% committed to great communication and providing you with solutions rather than excuses or worse still, silence.

5. Costing Changes Guarantee

If you alter the scope of works or if there are unforeseen circumstances, we guarantee to keep you updated with any costing changes whether savings or additional costs – so there will be no nasty surprises when the bill arrives.

6. Invoices Right Guarantee

When invoicing we try to be fair and reasonable and always take into consideration time spent on the job as being genuine, the parts used were necessary, and anything else charged to your job as being relevant. Sometimes however we can get it wrong and if you believe you have been overcharged in any way or are unhappy with our service please let us know as soon as possible – we guarantee to make it right.

7. Ongoing Customer Care Guarantee

We have a comprehensive asset management system that allows us to keep track of all systems and appliances installed at your place. This system allows us to accurately track upcoming service dates, so nothing is ever missed, and it helps our technicians immediately access necessary information while on site if attending a breakdown. Our care doesn't stop after we have done the initial job.