



SERVICE TERMS AND CONDITIONS

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Introduction

Welcome to Water Tank Repair Kenya—your trusted experts in plastic tank repair. Below are our Terms and Conditions, outlining the rules and guidelines for our services. By scheduling or contracting us for repairs, you agree to these terms. Please read them carefully.

1. Service Description.

Our plastic tank repair service covers the repair of cracks, leaks, and other damages to plastic water storage tanks. Repairs are conducted by skilled technicians using industry-standard materials and techniques.

2. Service Limitations.

- Repairs are limited to plastic tanks only and do not include metal or concrete water tanks.
- We reserve the right to refuse service if the tank is in a condition that is unsafe for repair or if there are hazardous circumstances.

3. Customer Responsibilities.

Customers are responsible for ensuring that the tank is completely empty and clean before the scheduled repair service. Failure to do so may result in additional fees for cleaning or disposal.

4. Transportation Fees.

Clients may be required to pay for transportation to and from the service location if it is outside the Nairobi metropolitan area. The transportation fee will be communicated to the client prior to the service appointment.

5. Warranty.

- We offer a 1-year limited warranty on all repair work. This warranty covers leaks or damages that may reappear in the specific area repaired. It does not cover new damages occurring outside the repaired area.
- The warranty will be voided if additional unauthorized repairs are attempted or if the tank is subject to improper handling or use.

6. Liability.

Our company is not responsible for any damages arising from misuse, mishandling, or improper installation of the tank following repair. The user agrees to follow all recommendations and guidelines for tank handling and storage provided after the repair.

7. Payment Terms.

- Payment is required upon completion of the repair unless otherwise agreed. We accept cash, bank transfers, and mobile money transactions.
- In cases of non-payment, we may have to involve the authorities for the recovery of our costs.

8. Use of customer Information.

Personal information, including contact details, collected for scheduling or conducting the repair service will only be used for service purposes and will not be shared with third parties without consent, unless required by law.

9. Change of Terms.

We reserve the right to amend or update these terms and conditions as necessary. The latest version of these terms will be available on our website, and continued use of our services constitutes acceptance of any changes.

10. Contact Information.

For any questions regarding our services, terms, or policies, please call or WhatsApp us at 0790326489 or 0796854156.

11. Accept of Terms.

By scheduling or using our plastic tank repair service, you agree to abide by these terms and conditions.