

Terms and Conditions

1. Introduction

Welcome to HC Water Backup Systems (“we”, “our”, “us”).

These Terms and Conditions govern your use of our website:

<https://hcwaterbackupsystems.co.za>

By accessing this website or using our services, you agree to be bound by these Terms and Conditions.

2. Services

HC Water Backup Systems provides:

- Supply and installation of water backup systems
- Water tank installations
- Booster pump installations
- Related plumbing and water solutions

All services are subject to availability and may vary based on site conditions.

3. Quotations and Pricing

- All quotes are valid for a limited period (unless stated otherwise)
- Prices may vary depending on site conditions, materials, and installation requirements
- Final pricing will be confirmed before work begins

We reserve the right to adjust pricing if unforeseen work is required.

4. Installation Terms

- Installation timelines are estimates and may be affected by weather, access, or supply delays
- The client must ensure safe and reasonable access to the installation area
- Any additional work outside the agreed scope may incur extra charges

5. Payments

- Payment terms will be communicated before installation
- A deposit may be required before work begins
- Full payment is required upon completion unless otherwise agreed

Failure to make payment may result in delays or suspension of services.

6. Warranty and Workmanship

- We provide a workmanship guarantee on installations
- Manufacturer warranties apply to tanks, pumps, and components

Warranty does not cover:

- Misuse or neglect
- Normal wear and tear
- Damage caused by external factors

7. Liability

While we take all reasonable care:

- We are not liable for indirect or consequential damages
- We are not responsible for pre-existing plumbing or structural issues
- Clients are responsible for ensuring their property is suitable for installation

8. Website Use

By using this website, you agree:

- Not to misuse or attempt to hack the site
- Not to copy or reproduce content without permission
- To use the site for lawful purposes only

9. Intellectual Property

All content on this website (text, images, branding) is the property of HC Water Backup Systems and may not be used without permission.

10. Cancellations and Refunds

- Cancellations must be made before installation begins
- Deposits may be non-refundable once materials are purchased
- Refunds (if applicable) will be processed at our discretion

11. Changes to Terms

We reserve the right to update these Terms and Conditions at any time. Changes will be posted on this page.

12. Governing Law

These Terms and Conditions are governed by the laws of South Africa.

13. Contact Information

For any questions regarding these Terms and Conditions, please contact:

HC Water Backup Systems

 **Johannesburg, South Africa**

 **069 853 1550**

 SALES@hcwaterbackupsystems.co.za

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