

HOWZ IT FLOWIN AGIN – REFUND POLICY

Howz It Flowin Agin is committed to the complete satisfaction of its customers. Accordingly, we promise to complete your services in a professional and timely manner. However, we do understand that there are circumstances that may be appropriate for a refund.

Backflow Preventer Recertification Testing

Requests for a refund of advance payment(s) for backflow prevention assembly (“BPA”) recertification testing will be honored up until ***the day before*** the service is performed. After recertification services have been rendered, there will be no refund.

Backflow Preventer Repair, Replacement and Installation

Repair, replacement and installation fees are invoiced and paid only after services have been rendered. Accordingly, there are no refunds for these payments; however, we do offer warranties on our work:

- For Zurn/Wilkins and Apollo/Conbraco BPA repairs, replacements, and installs, we offer a two-year warranty – any problems with repairs, replacements, and installs within two years will be corrected at no charge to the customer.
- For all other manufacturers’ BPA repairs, replacements, and installs, we offer a one-year warranty -- any problems with repairs, replacements, and installs within one year will be corrected at no charge to the customer.

All other plumbing services

Our policy is to not refund any payment for non-BPA plumbing services rendered. We will, however, warranty our services for two years – any problems with the services provided will be corrected at no charge to the customer. Any problems with installed equipment, such as hot water heaters, will be subject to the manufacturer’s warranty, and it will be the responsibility of the customer to pursue those warranty repairs from the manufacturer.