

# FAQs

Most frequent questions and answers

## DO YOU CARRY MATERIALS WITH YOU?

Yes we carry a range of plumbing fittings in our vans of course there are lots of plumbing fittings on the market and it's hard to carry them all but we do our best, these get charged to the job dependent on what is been used.

It is always best if you can provide information about the job – photos are particularly helpful in ensuring that we have the fittings required for your job before we get there.

## WHAT HAPPENS IF THE ACCOUNT IS NOT PAID?

All accounts unless otherwise arranged with management are 7 day accounts and are to be paid in full, any accounts that get to 30 days overdue will incur interest as per our terms of trade and if not paid will be sent to our collection agency Dun and Bradstreet for collection which also incurs extra costs.

## WHERE ARE YOU GUYS BASED?

We have vans situated in every suburb ready to attend to your needs, these are listed under the locations part of the web site.

## WHAT IF THERE IS AN ISSUE WITH THE WORKMANSHIP?

You contact us and we will return and fix it free of charge in a very timely manner, at very little inconvenience to you.

## ARE QUOTES FREE?

Yes quotes are free if you know what you want done and we don't have to diagnose a job and get tools out. If you call us and ask us to repair a leaking toilet for example as a job and we arrive on site and tell you it cant be fixed we charge for this and we will give you a quote that's deemed as a job and will be charged at our carded rates ( you need to be very clear on what you ask to be done ). Roof leaks we do not give free quotes as it's a 2 man job to do roof work for health and safety reasons, once on the roof and we locate the issue we can then give you a fixed quotation.

## WHAT HAPPENS IF WE DISPUTE AN ACCOUNT?

If you dispute an account or job it must be put in writing within 7 days of receiving the invoice, if the dispute cant be resolved then we take the dispute to the small claims court to get a result, if the result goes in our favour then we request from the courts the costs that have been incurred in getting this to court.  
If you have questions or concerns about your account please contact us immediately.

## **CAN YOU QUOTE OVER THE PHONE OR BY EMAIL?**

We can give a pretty good indication over the phone of a cost to do a job depending what it is, or an email of photos of the job is another good way for us to price jobs this way it saves a lot of time for us and the property owner.

## **WHAT TYPE OF MATERIALS DO YOU GUYS USE?**

We use the best materials on offer from our suppliers to suit your job. Materials used are charged at the suppliers recommended retail price. We use our preferred suppliers – the suppliers we select is at our discretion.

## **PARTS AND CONSUMABLES**

You will be charged for any parts and consumables used for your job. Most standard items are stocked in our vehicles. If we are required to source parts specific to your job, you will be charged for the time taken to source these items.

## **CUSTOMER SUPPLIED PRODUCTS AND MATERIALS**

Please note that we do not install customer-supplied products or materials, unless by specific previous arrangement with company management. In such instances, the Master Plumbers Guarantee will not apply.

## **DO YOU OFFER EMERGENCY PLUMBING SERVICES IN TAWA AND WELLINGTON?**

Yes, Go With The Flow provides 24/7 emergency plumbing services throughout Tawa and Wellington. If you need urgent help with leaks, blocked drains, or burst pipes, call us anytime, day or night.

## **HOW QUICKLY CAN A PLUMBER ARRIVE AT MY LOCATION IN TAWA OR WELLINGTON?**

Our local team can usually arrive within 30 minutes in Tawa and most areas of Wellington for

emergency plumbing call-outs

## **WHAT PLUMBING SERVICES DO YOU OFFER NEAR ME?**

We provide a full range of plumbing services in Tawa and Wellington, including blocked drain clearing, leak repairs, hot water cylinder replacement, bathroom and kitchen renovations, and more.

## **CAN YOU HELP WITH HOT WATER CYLINDER REPAIRS IN TAWA?**

Yes! We specialise in hot water cylinder repairs and installations in Tawa, Wellington, and surrounding suburbs.

## **WHY SHOULD I CHOOSE GO WITH THE FLOW FOR PLUMBING IN WELLINGTON?**

Our friendly, local team delivers reliable, affordable, and high-quality plumbing services. We're trusted by hundreds of Wellington homeowners and businesses.

## **CAN I GET A SAME-DAY PLUMBER IN TAWA OR WELLINGTON?**

Yes, same day plumbing service is available in most areas. For urgent issues, call us and we'll be there as soon as possible.