



Website: www.bluehippoleak.com

Email: bluehippoleak@gmail.com

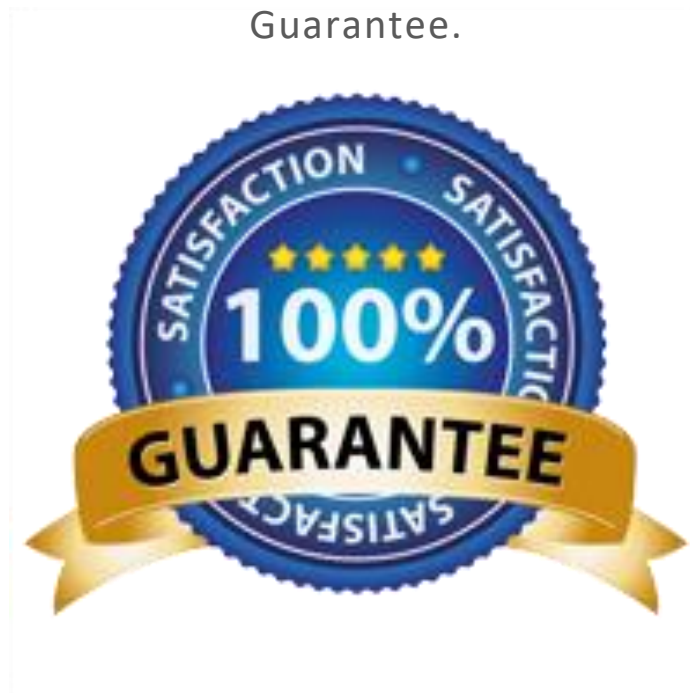
3129 Tamiami Trail - Suite D - Port Charlotte, Florida 33952

TERMS & CONDITIONS

Okay – the break down – We have the following terms and conditions to make it fair!

Our satisfaction guarantee provides a peace-of-mind on all paid leak repair services.

We take pride in our repairs, and we stand behind every repair we do with our 100% 30-day Money Back Satisfaction Guarantee.





What our 100% Satisfaction Guarantee Covers

Blue Hippo Leak Detection LLC. 100% satisfaction guarantee fully warrants all repair labor for 30 days from the date of repair completion.

If for ANY reason you are dissatisfied with our repair service during, or at the time of completion, we will issue a full refund of your repair – minus the cost of any materials and tool rentals used during the repair or service.

If a problem is not fully corrected during a repair, and if the system exhibits the same water loss and leak is located inside our originally repaired area and not outside of repair area, we will repair the problem (if possible) at NO COST or RETURN YOUR MONEY for the repair less any materials and tool rentals within first 30 days of repairs made.

If during a warranty repair, additional parts are required to complete the repair, the client is responsible for paying for such parts.

What our Guarantee Does Not Cover

Problems Not Disclosed and/or Future Problems

If after a repair, you experience a problem that you did not originally tell us about prior to the initial repair, or within 7 days after repairs, the problem is classified as new and unrelated. These unrelated problems are not covered by our 100% Satisfaction Guarantee. We appreciate you promptly notifying us within 7 days of any such problems. If the problem is related to the repair and in the repaired area we completed, we will promptly resolve the problem to the best of our ability. Guaranteed!

Leak Detection & Pinpointing/Locating

Leak Detection Services

Leak Detection Services are not covered under the 100% Satisfaction Guarantee. If we complete a diagnosis of your system provide you with a quote to repair it and you decide not to repair it, you are not entitled to a refund for this service. If, however, we fail to repair your system and water loss continues after our repair, and you are unsatisfied, we will come out at no charge to reinspect repairs or diagnosis.

Pinpointing/Locating

Due to the complex nature of locating system leaks, these services are exempt from our 100% satisfaction guarantee. Due to different surface types and plumbing types and sizes sounds may be more audible in places where leaks have caused wash out or water may spray several feet away from actual leak giving a false tone positive reading at marked location point. If we do mark an area incorrect, we will come out and relocated at no additional charge. We cannot refund you and or pay any outside company you might hire to repair these areas we located incorrectly.



Paid Epoxy Repairs

We provide a 60-day on all paid epoxy repair guarantee. If we repair any minor leak in your system and charge you for those repairs and you experience a problem within 60 days, we will return and inspect area epoxied an no charge. If repairs are leaking, we will apply more epoxy or provide a quote for more permanent repairs to be made and credit back your originally epoxy repair charges against the new repairs offered.

No Charge Epoxy Services

No Charge No Warranty Epoxy Services are not covered under the 100% Satisfaction Guarantee. If we complete a diagnosis of your system and find previous signs of epoxy at location of leak or determine leak problem is not considered minor, we will provide you with a quote to repair it correctly in accordance with construction industry standards. We may attempt to temporally stop, slow, or minimize water loss by applying epoxy to area under our no charge no warranty epoxy service. If you decide not to repair it after receiving our quote, you are not entitled to a warranty at all for this service.

Outside Company Located Leak

Due to an outside company located leaks, these services are exempt from our 100% satisfaction guarantee. We can only go by information you provide for these repairs. If we don't perform a leak detection, we cannot confirm problems at this area. Once we make repairs if you still have problems, we will check our repairs but if more is needed charges will follow for leak detections services or you can contact original provider to see if they warranty the leak detection.