

# REGULAR QUESTIONS AND ANSWERS

## SERVICE APPOINTMENTS

Q: How do I request a service call (visit) to my house?

A: To request service, please call (657)-777-3569 or (657)-431-9088. If possible, attach a picture or short video showing the problem. Include your name, job site address, and preferred date and time for the service visit. If no one answers, please leave a voice or text message, and we will return your call shortly. ***You can also request service by email. [Fixitflow7@gmail.com](mailto:Fixitflow7@gmail.com)***

Q: Can I schedule a service call for the evening?

A: Our normal business hours are 9:00 am to 6:00 pm. A 30% surcharge applied to evening (6:00 – 9:00) calls. After 9:00 pm we only take emergency calls.

Q: Do you offer weekend and holiday service?

A Yes, We serve our customers on Saturdays, Sundays and on holidays. A 30% surcharge applies for work done on the weekends and major holidays.

Q: When will you arrive at my place?

A: The nominal appointment time you receive is the start of a one-hour window. Unless told otherwise. A 9:00 am appointment is for any time between 9:00 and 10:00. You will normally be texted when we start going to your place.

Q- Do you provide emergency service?

A Yes, if you request “emergency service” we will prioritize your call above all others, but it would most likely be subject to a 30% surcharge. (the charge may be waived if it’s a slow season or we happen to be slow when the call comes in). Emergencies can typically be attended to within 2-3 hours.

Q: What if I need to cancel or postpone my appointment?

A: You should notify us at once if you must change the appointment. If a plumber is already on the way, you may be charged a (full or partial) trip fee.

Q: Does an adult have to be present for the appointment?

A: Yes, in an occupied unit, there should be an adult present during the service call. Unoccupied properties (e.g. a vacant rental property) do not require the customer's presence.

Q: What if you cannot finish the job in one session?

A: Occasionally, plumbers may need to return to complete a job due to unforeseen circumstances. The schedule for any return visits will be arranged directly with the customer. No additional charges will be applied for these return trips. Payment for the service is only required once the job is finished, unless otherwise agreed upon for projects spanning multiple days.

Q: I am a property manager requesting service for my client who will pay the bill. Can you bill my client directly?

A: No, we cannot bill a third party without them ordering service from us directly. If you do request service, then you are responsible for payment, even if it's on behalf of someone else.

## **BILLING AND PAYMENT**

Q: Is there a fee for you to come over to my house to diagnose and fix a plumbing problem?

A: Yes. We charge a \$99 trip fee to travel to your job site. This fee covers the cost of the van, gas, insurance, and the time (an hour on average) it takes to travel to and from the job site. This fee is meant to cover the expense of the trip, as well as some of the administrative overhead. Note that this fee includes the whole house plumbing inspection. Also you don't normally pay the trip fee as a standalone fee; rather, it is rolled into the overall service bill.

Q: Why should I pay you just to come to my house? I know another plumbing company that would come to me for \$29.99 or for free!

A: A plumbing business that agrees to send over a plumber for \$29.99 or for free is obviously losing money on the trip. The only way they stay in business is by charging a higher price for the job if and when they do earn the customer's business. Moreover, such companies will be quite offended if they don't get hired for the job or if "there's nothing to do". And will try to manipulate you into purchasing some service from them in order to justify charging a repair fee.

At **Fixitflow Plumbing**, we believe in absolute price transparency. If we arrive at a job site and determine that no work is necessary—or if you choose not to proceed—we won't invent 'bogus' repairs just to pad the bill. We simply charge the **\$80 trip fee** to cover our transit and move on to the next customer.

By separating our travel costs from our labor, we keep our plumbing rates lower than the competition. You only pay for the travel once, and you only pay for the work we actually do. No hidden fees, no pressure, just straightforward plumbing."

Q: I'm trying to avoid having to pay the trip fee. Can I just call you and get advice or may be have you guide me through the repair?

A: At **Fixitflow Plumbing**, we believe in empowering our customers. If an issue is simple enough for a DIY fix, we are happy to offer brief, general advice—time permitting—at no extra charge. However, While DIY may seem cheaper, plumbing errors often lead to immediate or long-term water damage. Hiring a professional, insured plumber is often the most cost-effective way to ensure the job is done right the first time, preventing expensive 'corrective' repairs down the line."

Q: Will you take the initiative to tell me the price before you begin work?

A: For standard service calls or repeat clients, we typically proceed with the work based on our standard rates unless a specific quote is requested. By scheduling a service, you are authorizing us to perform the repair according to our established pricing formulas.

However, we are always happy to provide a **pre-work estimate** upon request. It is important to note:

- **Accuracy:** Our estimates are based on projected time and materials; they are designed to be as fair and accurate as a final bill based on actual costs.
- **Discovery Work:** For some repairs (such as those requiring excavation), we may need to perform "discovery work" before a final price can be determined. This discovery phase is billable as part of the service.
- **Time & Materials:** In rare, unpredictable cases where a flat rate isn't feasible, we will move to a "time and materials" agreement with your prior consent to ensure you only pay for the work actually performed.

Q: What forms of payment do you accept?

A: We prefer cash check, or Zelle transfer. Debit cards, credit cards could be acceptable with additional fee for amount over \$1000.

Q: Will I ever be asked to pay in advance?

A: We keep our payment process as straightforward as our repairs. For standard service calls and small jobs, we expect payment only once the work is completed to your satisfaction.

For larger projects or extensive installations, we may require a partial deposit before work begins. In these cases, we will provide a written contract outlining a **progress-based payment schedule**. This ensures that payments stay aligned with the work completed, providing clarity and security for both parties throughout the project.

Q: When is payment due?

A: Payment in full is generally due upon completion of the work if the customer that has requested service is present on site. Landlords and property manager have 5 business-day to pay once they receive the invoice by text message or email.

Q: Do I get a receipt or invoice

A: An invoice is written up upon job completion and handed or transmitted digitally to the customer. The invoice includes a detailed description of the work performed and any recommendations for further work and referrals. If a price was not given in advance and the job is not listed in the published price list, then a breakdown of the charge (by trip fee, labor and material) is provided.

Q: Can I bargain with you over the price?

A: In some cultures, bargaining is standard in many commercial transactions, but not so in America, The advantage of no-haggle pricing is that all customers can rest assured that they are getting the best deal regardless of their haggling abilities and their perceived need for the service.

Accordingly, we do not bargain on any service that is in our published price list or that is small enough to be done in one session.

Q: Can I provide the supplies and fixtures for a plumbing job so that you don't charge me for materials?

A: Generally, we recommend that the customer provide major fixtures, especially when the look/feel of the fixture is important. But we do not recommend that the customer provide small parts; it's time consuming and very inefficient for us to make an exhaustive list and description of all the parts to be used in a plumbing project. For example, when it comes time for you to upgrade your kitchen faucet, it's probably best for you to pick and purchase the faucet, while we provide any additional plumbing parts that may be needed under the sink.

Q: How can I be assured of the quality of your plumbing work?

A: Fixitflow is a certified plumbing contractor in the state of California CSLB#1144835. Fixitflow certifies that the master plumber performing or overseeing the performance of the work has undergone extensive testing of plumbing code knowledge coupled with ample practical experience in the field. All of our work conforms to the

California Plumbing Code – whether the work is permitted and inspected or not. If you wish to read reviews that customers have left us, feel free to look us up on Google.

Q: I think I can get a handyman to do the job for less than what you charge. Why should I choose you?

A: To be honest, there are certain types of plumbing work that can be done just as well by most handymen, e.g. installing a faucet. And yet, for most plumbing work, the typical handyman does not have enough knowledge and experience to perform a proper repair job.

Lastly, reputable plumbing companies generally offer warranty service. Fixitflow generally offer warranty service. We warrant all our works for 90 days. If there's any defect in our work or in a product that we installed, we will return within 90 days to fix the problem, free of charge.

Q: I'm looking to renovate my bathroom. Can I hire you to do it

A: A typical bathroom renovation requires demolition, tile work and other work unrelated to plumbing that we do not do. You would typically hire a general contractor to undertake such a project. And the GC will in turn hire plumbers and other tradesman if necessary. Having said that, if you are knowledgeable and willing to act as your own GC, we would be thrilled to do the plumbing components of your project – both rough-in and trim-out

Q: Do you perform work incidental to plumbing

A: If the plumbing job requires "opening the wall" (removing drywall) then we will endeavor to restore the removed wall section, but this is not guaranteed. If parts of a cinder block/stucco wall have to be chipped away, we will patch it with concrete after the plumbing repair is made. We do not do any tiling, plastering or painting. Even with drywall and concrete we don't do a professional – level job at restoration. We will offer the option of a plastic access panel in lieu of the removed section

We do minor electrical work that is plumbing-related, e.g., for a garbage disposal or water heater.

Q: Do you warranty your labor and materials?

A: We offer a 90 days warranty on parts and labor. Should anything fail under normal use within 90 days, whether due to faulty workmanship or defective materials, we will correct the problem free of charge (or give you your money back). Free warranty service will not be provided if misuse or vandalism is evident. The material warranty is not valid unless we provided the material. Warranty service does not apply to repeat stoppages.

Q: What if you accidentally cause damage to my property while doing the job?

A: Should there be any minor damage, we will repair it or hire someone to do so. In the unlikely case that a serious accident should happen that we cannot fix, we will direct you to file a claim with our general liability insurance carrier.

## **PRICE TRANSPARENCY**

Q: What is price transparency?

A: This means that we don't strategically withhold price information when available. We publish the prices of "standard plumbing work", and we readily provide non-binding job price estimates for particular jobs, by phone or email. When an exact price cannot be given, a price range is provided. Price transparency gives customers an idea of how much a plumbing job would cost them before a plumber shows up at their house.

Q: The plumbing job I am looking to get a quote for is not listed in your published price list. Can you give me a customized quote by phone?

A: Upon request, we will do our best to estimate the cost of a job before heading over to your place. In order for you to get a useful and accurate estimate we ask that you text (657-777-3569) or email [Fixitflow7@gmail.com](mailto:Fixitflow7@gmail.com) a description of the problem ALONG WITH a picture or video. Remember the old adage: a picture/video is worth a thousand words!

Q: Is an email or over the phone price binding?

A: A price given over the phone does not constitute a contract, nor do the published prices. The conditions of the job must be verified before a legally binding agreement (contract) can be made for the price provided. The price we give you over the phone is an estimate (or a range); it's for a typical job of the type you are inquiring about. For example, if you inquire about price for resetting a toilet, we might tell you over the phone that it's \$218, but if it turns out that the closet flange is broken then that repair will be extra. In some cases, you will wind up paying less if it's discovered on the site that the problem is simpler than it originally appeared to be.

Factors that may lead to a higher-than-expected price include: long distance travel, unusual hazard risk on site, the need for excessive discovery/pre work before the repair/install work can begin, and whenever conditions on the site are such that the job is more difficult to perform (e.g. limited access/cramped space) or a different type of repair is recommended (e.g. a full shower valve replacement is necessary rather than just a cartridge replacement).

Q: Why do most plumbing companies not give prices over the phone?

A: They don't want to highball it for fear of losing the customer and they don't want to lowball it for fear of being bound to that price even when it's discovered that the job is more complicated. Many people are unrealistic about

the true cost of plumbing work, and plumbing companies avoid imposing “sticker shock” on the customer by being price-opaque. At Fixitflow plumbing we have adopted a customer-friendly policy of publishing standard prices, and giving over the phone estimates. We will always give you the standard price for a certain type of work, as a helpful guide – even if your particular job may not conform exactly to that standard.

## SERVICES

Q- What is a camera inspection and when do I need one?

A: A camera inspection of a building drain (interior) or sewer (exterior) is necessary of a house that experiences repeat and inexplicable stoppages. The camera job will identify and locate the cause of the stoppages. So that a proper repair can be made, we use a highquality Camera and locator system. Video of the camera inspection is narrated and recorded, and the file is shared via email with the customer within 24 hours. Be sure to download or save the file in your own account, as the files will be periodically purged from our servers.

A camera inspection can also be ordered to map out the layout of your drain system, to locate a cleanout port or septic tank, and to find out the general condition of your pipes (e.g. ensure that there is no root intrusion or corrosion) before buying a house.

The camera is affixed to the head of a cable which will typically be run downstream from a toilet drain, cleanout, or roof vent. If the camera is being run from a toilet, the toilet must already be pulled or there will be an extra charge.

Q: Can you locate the source of a leak?

A: We have the competency and tools to locate all but a slab leak. If the leak is from any other part of the house we are able to find it and fix it. If the leak is coming from under a slab of concrete at ground level, then it will have to be located by a third party using acoustic technology before we can do the repair. Once the spot is located and marked you can send us a picture and description and we will be happy to give you a quote accordingly.

Keep in mind that we will break the slab to access the pipe for repair and we will lay new concrete once the plumbing repair is done, but we will not lay new flooring.

Q: Do you do hydrojetting?

A: Yes we do hydrojetting with pressure from 1500-2000 psi to blast away stubborn clogs, grease, soap scum, mineral scale, and even tree roots from inside drain and sewer lines, providing a thorough cleaning that does beyond what a traditional snake can do, effectively clearing blockages and preventing future buildup by scouring the pipe walls.

Q: Do you do a new construction plumbing work?

A: Yes we do residential plumbing work for a new built house or ADU.

Q: Do you do repipes / redrains?

A: Depending on the specifics of the project and seasonal fluctuation in our workload we do re-pipe /redrain. If we do undertake such a project, we will not do a complete restoration of walls or flows that are busted open in the course of the project.

Q: Do you do commercial plumbing?

A: Yes, we do commercial service plumbing. Please note that the prices may be slightly higher than residential if the customer requests onerous terms or procedures (e.g having to check in/out at the job site, paying more than 30 days late) or if job conditions are more demanding. Before and after photos of our work is standard operating procedure; such pictures are always transmitted to the customer along with the invoice.

Q: You cleared a stoppage at my house a few days ago, and now the drains are clogged again, what can you do?

A: We will return to unclog the system once more and we will then run a camera through the drain to determine the cause. If it turns out that a plumber error or deficiency was made in the previous visit, then we will not charge you. However, if the camera inspection reveals a problem with the drainage pipe, then we will charge you for both the repeats snaking and the camera inspection. Footage of the camera inspection will be shared with the customer.

Q: What can you do to help if a drain pipe defect is determined to be causing repeat stoppages?

A: We are usually able to offer some relief to buy you some time until a permanent and proper repair can be made. For example, if roots have penetrated your sewer line, we will apply root killer. In most cases, if a pipe defect is causing repeat stoppages then the pipe will have to be made accessible (which may involve digging) and replaced. A bid/quote for such repair work will be given to the customer upon request.

Q: Is it possible for you to offer me a full warranty on a drain cleaning job?

A: Drain cleaning jobs are not warranted because we may not know that there's defect in the drain pipe unless we run a camera: but running a camera every-time we clear a stoppage is not practical either because 95% + of stoppages are not caused by defects that are undetected by a typical snake job. Drain inspection cameras are expensive to procure and operate and it's just not recommended as a default. Having said so, if you are willing to pay the additional charge for a camera inspection, we will be happy to perform one, and we will then give you a standard 90 days warranty on the drain stoppage.

EXPERIENCE THE FIXITFLOW PLUMBING DIFFERENT. PLEASE CALL (657)-551-3569