

1. Late cancellation or no access charge - £30.00

We understand that sometimes missed appointments are unavoidable. However if an appointment is missed and we are not informed at least 48 hours prior to the engineers visit, M&R Plumbing & Heating Ltd may charge you £30.00. If you don't inform us about access requirements needed for the engineer to complete the work on the day then we will charge £30.00.

2. Debt collection Agency charge – Maximum charge £40.00

Where your unpaid account is passed to one of our debt collection partners there will be a maximum charge of £40.00 added to the amount you owe to cover our associated costs.