

Terms and Conditions for Customers

1. My Hot Water is conducted by Reece Australia Pty Ltd ACN 004 313 133. If you have any questions you can contact us on update@myhotwater.com.au
2. My Hot Water does not receive a commission or fee for provision of this website.
3. Any information you provide to us is protected by our Privacy Policy, a copy of which can be located at www.myhotwater.com.au/privacy-policy and the Privacy Act.
4. By providing the information requested on our website you acknowledge that your use of the website is subject to these terms and conditions.
5. If you should breach the terms and conditions, you may be excluded from the website.
6. The terms and conditions may vary from time to time and you should be familiar with the terms and conditions each time you use the website.
7. My Hot Water will provide you with up to five names of plumbers and contact details of the plumbers, which have registered with My Hot Water, to provide hot water services in your area.
8. Upon receipt of the names and contact details of the plumbers, you should contact the plumbers and make your own enquiries as to the services they provide, when the services can be provided and the cost of the services.
9. The plumbers will not be provided with customer details.
10. My Hot Water does not provide any warranties or guarantees as to when the plumber will respond to you or whether they will respond to any contact from you at all and the type of services they provide.
11. You agree that you will make your own assessment of a plumber and their services to be provided before they are engaged.
12. My Hot Water is not responsible for any loss or damage caused to you of any nature whatsoever by your engagement by a plumber from the website.
13. If you have any concerns or complaints about a plumber you should deal directly with the plumber.
14. My Hot Water does not guarantee that the website will be available at all times.
15. My Hot Water reserves the right, without providing any reason, to refuse you access to the website.
16. You agree to use the website for personal use only, that the information you will provide will be accurate and you are expected to use the website in an appropriate and responsible manner and any breach of the same will be cause for exclusion from the website.
17. My Hot Water does not warrant that the website is free of any virus or anything else which may affect your technology.
18. You agree to indemnify My Hot Water from any loss or damage caused to you and any loss and damage caused to any other person arising from your use of the website.
19. The terms and conditions are subject to the laws of Victoria, Australia and you agree to submit to the jurisdiction of the Courts of Victoria.