JJ Lourens Plumbing (Pty) Ltd – Website Terms & Conditions

Effective date: 29 September 2026
Last updated: 29 September 2026

1. Introduction

Welcome to JJ Lourens Plumbing ("JJLP", "we", "us" or "our").
These Terms & Conditions govern your use of our website, www.jjlp.co.za, and provide general terms relating to enquiries and plumbing services offered by our business.
By accessing or using our website, you agree to comply with these Terms & Conditions.
Where you request or purchase plumbing services from us, the specific quotation, accepted scope of work and any additional written service agreement will also apply. If there is a conflict, mandatory applicable law will prevail, followed by the specific agreed service terms to the extent legally permissible.

2. About Our Business

Business name: JJ Lourens Plumbing (Pty) Ltd
Trading name: JJ Lourens Plumbing (Pty) Ltd
Website: www.jjlp.co.za
Business address: Unit 5, Kritz Park 1, 13 Gemini Street, Brackenfell, Cape Town, 7560
Email: info@jjlp.co.za
Telephone: +27 21 981 8661
Company registration number (if applicable): 2016/390851/07

JJLP provides plumbing services in Cape Town. The services we offer are described on our website and may include plumbing installations, repairs, maintenance, inspections and other related plumbing work, subject to our actual service offering and availability.

3. Use of Our Website

You may use our website to:

- Learn about our plumbing services.
- Submit enquiries through our contact forms.
- Request quotations or additional information.
- Contact us regarding plumbing-related services.

When using our website, you agree not to:

- Use the website for any unlawful, fraudulent or malicious purpose.

- Submit false, misleading or fraudulent information.
- Attempt to gain unauthorised access to our website, systems or data.
- Interfere with the operation, security or availability of our website.
- Introduce viruses, malware or other harmful code.
- Copy, reproduce or commercially exploit website content without permission, except where permitted by law.

We reserve the right to restrict or suspend access to the website where reasonably necessary for security, maintenance or lawful business purposes.

4. Website Information and Service Descriptions

We aim to ensure that the information on our website is accurate, current and helpful.
However, website descriptions, photographs, examples and general service information are provided for informational purposes and may not reflect every individual plumbing job or site-specific requirement.
The availability, suitability, scope and price of any plumbing service will depend on the particular circumstances, including the nature of the problem, site conditions, materials required and work involved.
We will take reasonable steps to correct material inaccuracies when they are identified.

5. Enquiries and Quotations

Submitting a contact form or making an enquiry through our website does not automatically create a contract or guarantee that we will undertake the requested work.
Where appropriate, we may arrange an inspection, request further information or provide a written quotation.
Our quotations will, where applicable, specify:

- The proposed plumbing work and its scope.
- The quoted price or pricing basis.
- Any materials or equipment included.
- Any exclusions, assumptions or additional costs.
- The expected commencement date or estimated duration, where available.
- Applicable payment terms.
- The quotation's validity period.

Unless otherwise stated, quotations are subject to the assumptions, scope and conditions set out in the quotation itself.
A quotation becomes binding in accordance with its stated acceptance terms and applicable law. We will not treat a customer's enquiry alone as acceptance of a quotation.
If additional work becomes necessary due to concealed damage, unforeseen site conditions or changes requested by the customer, we will explain the

additional work and any associated costs and obtain the customer's agreement before proceeding, except where immediate action is reasonably necessary to address an emergency and legally permissible.

6. Pricing and Payments

The price of our plumbing services will be communicated through a quotation, written agreement or other appropriate pricing arrangement.
Unless expressly stated otherwise, prices will be quoted in South African rand (ZAR).
Our quotations or service agreements will specify applicable payment requirements, which may include:

- Deposits, where agreed and legally permissible.
- Payments upon completion of specified stages of work.
- Final payment upon completion of the agreed services.
- Payment deadlines and accepted payment methods.

Any applicable VAT will be identified in the quotation or invoice, where required by law.
Customers are responsible for paying agreed charges in accordance with the applicable quotation or agreement.
Where a customer disputes an invoice, we encourage them to contact us promptly so that the matter can be investigated and resolved. Nothing in these Terms & Conditions limits any rights or remedies a consumer has under applicable law.

7. Customer Responsibilities

To help us provide safe, effective and timely plumbing services, customers are expected to:

- Provide accurate contact details and service addresses.
- Provide a reasonably accurate description of the plumbing issue or requested work.
- Ensure that we have reasonable access to the relevant premises and work areas at the agreed time.
- Inform us of known site hazards, access restrictions or relevant plumbing system issues.
- Obtain any necessary permission from the property owner, landlord, body corporate or other authorised party before work begins, where applicable.
- Ensure that any pets, occupants or personal belongings are kept safely away from the work area as reasonably necessary.
- Make agreed payments in accordance with the quotation or service agreement.

Customers must not request work that is unlawful, unsafe or outside the agreed scope without an appropriate variation to the agreement.

8. Site Inspections and Unforeseen Conditions

Some plumbing problems cannot be fully assessed without an on-site inspection or access to concealed plumbing infrastructure.
Our initial assessment or quotation may be based on the information available at the time.
If we discover unforeseen conditions, such as concealed pipe damage, inaccessible installations, structural obstructions or other issues that materially affect the work, we will explain the situation and discuss the available options and any revised pricing.
Additional work outside the agreed scope will be subject to the customer's agreement, except where emergency circumstances and applicable law permit otherwise.

9. Appointment Scheduling and Delays

We will make reasonable efforts to attend appointments and complete work within the agreed timeframes.
However, plumbing work may be affected by circumstances beyond our reasonable control, including:

- Severe weather or flooding.
- Emergency plumbing call-outs.
- Supplier or material shortages.
- Unforeseen site conditions.
- Restricted access to the premises.
- Safety concerns.
- Events beyond our reasonable control.

If we anticipate a material delay, we will make reasonable efforts to notify the customer and agree on revised arrangements.
Any estimated completion date is subject to the scope of work, site conditions and any applicable agreed terms.

10. Cancellations, Rescheduling and Refunds

If you need to cancel or reschedule an appointment, please contact us as soon as reasonably possible using the contact details provided on our website or quotation.
Any cancellation charges, deposits, refund arrangements or rescheduling fees must be disclosed in the applicable quotation or service agreement and must comply with South African law.
Where the Consumer Protection Act or another applicable law grants a customer a right to cancel, receive a refund or exercise another remedy, these Terms & Conditions do not override that right.

Any deposit or advance payment will be dealt with in accordance with the agreed terms and applicable law.
We will communicate any cancellation or rescheduling arrangements clearly and fairly.

11. Workmanship, Quality and Defects

We are committed to providing plumbing services with reasonable care, skill and diligence, in accordance with the agreed scope of work and applicable legal requirements.
If you believe that work we have performed is defective, incomplete or not in accordance with the agreement, please notify us promptly with details of the issue.
We will investigate the complaint and, where appropriate, arrange an inspection and discuss a suitable remedy.
Nothing in these Terms & Conditions excludes or restricts any consumer rights under the Consumer Protection Act, including applicable rights relating to service quality, performance, remedies or liability.
Any additional workmanship guarantees or warranties offered by JJLP will be specified separately in writing, including their duration, coverage, exclusions and claim procedures.

12. Materials and Equipment

Materials and equipment supplied as part of a plumbing service will be identified in the quotation or agreement where applicable.
Where customers supply their own materials or equipment, we may assess whether they are suitable for the proposed work before installation.
We will notify customers if supplied materials appear unsuitable, defective or unsafe. We may decline to install materials where doing so would create a safety risk, breach applicable requirements or compromise the agreed work.
Any applicable manufacturer warranties will be subject to the manufacturer's terms and conditions and will not replace any mandatory statutory rights.

13. Health, Safety and Compliance

All plumbing work will be undertaken subject to applicable South African laws, safety requirements, relevant municipal requirements and any applicable technical standards.
Customers must provide reasonable access to the work area and disclose known hazards that may affect the safety of our personnel or the work.
We reserve the right to suspend work where we reasonably believe that continuing would create an unacceptable safety risk or breach applicable legal requirements. We will communicate the reason and any necessary next steps to the customer.

Where permits, approvals, inspections or other authorisations are required, responsibility for obtaining them will be clarified with the customer before the relevant work proceeds.

14. Limitation of Liability

To the extent permitted by applicable law, JJLP will not be liable for losses arising solely from circumstances outside our reasonable control, or for damage caused by the customer's failure to disclose relevant information, unauthorised interference with completed work or misuse of plumbing installations.
However, nothing in these Terms & Conditions excludes or limits liability where such exclusion or limitation is prohibited by law.
In particular, nothing in these Terms & Conditions excludes or limits:

- Liability for fraud or fraudulent misrepresentation.
- Liability for intentional wrongdoing or any other liability that cannot lawfully be excluded.
- Any applicable statutory consumer rights or remedies.
- Liability for damage or loss to the extent that it is legally attributable to our negligence, breach of contract or other unlawful conduct.

Where appropriate, liability will be assessed in accordance with the applicable agreement and South African law.

15. Intellectual Property

Unless otherwise stated, the content on our website, including text, photographs, graphics, logos, branding, designs and other materials, is owned by or licensed to JJLP.
You may view and use website content for personal, non-commercial informational purposes.
You may not reproduce, distribute, modify, publish or commercially exploit our website content without our prior written permission, except where permitted by applicable law.
Nothing in this section affects any third-party intellectual property rights.

16. Privacy and Personal Information

We respect your privacy and process personal information in accordance with our Privacy Policy and applicable South African privacy legislation, including POPIA.
When you submit an enquiry or provide information through our website, we will handle that information in accordance with our Privacy Policy.
Our Privacy Policy explains what information we collect, why we collect it, how we use and protect it, and how you may exercise your privacy rights.
Please review the Privacy Policy available on www.jjlp.co.za.

17. Third-Party Links

Our website may contain links to third-party websites or external services for convenience or informational purposes.
These external websites are not controlled by JJLP, and we are not responsible for their content, availability, security or privacy practices.
The inclusion of a third-party link does not necessarily imply endorsement or approval by JJLP.
You access third-party websites at your own discretion and should review their applicable terms and privacy policies.

18. Website Availability and Technical Issues

We aim to keep our website accessible and functioning properly.
However, we do not guarantee that the website will always be available, uninterrupted, error-free or compatible with every device or browser.
We may temporarily suspend, modify or discontinue parts of the website for maintenance, security, technical improvements or other legitimate business reasons.
This section relates to the website itself and does not affect our obligations under any separate plumbing service agreement.

19. Complaints and Dispute Resolution

If you have a complaint about our website, quotations, plumbing services, workmanship, invoices or customer service, please contact us so that we can investigate and attempt to resolve the matter.
Complaints contact:

Email:	info@jjlp.co.za
Telephone:	+27 21 981 8661
Physical address:	Unit 5, Kritz Park 1, 13 Gemini Street, Brackenfell , Cape Town, 7560

We will make reasonable efforts to acknowledge and address complaints within a reasonable period.
Where a dispute cannot be resolved directly, either party may pursue any applicable legal remedies or refer the matter to an appropriate South African consumer protection body or competent court.
Nothing in these Terms & Conditions prevents a customer from exercising statutory rights or lodging a complaint with a relevant regulator.

20. Governing Law and Jurisdiction

These Terms & Conditions are governed by the laws of the Republic of South Africa.
Subject to applicable consumer protection legislation and the jurisdiction of competent courts or statutory bodies, disputes arising from the use of our

website or the provision of our services will be dealt with in accordance with South African law.
Nothing in this section deprives a consumer of any legal rights or remedies available under applicable legislation.

21. Changes to These Terms & Conditions

We may update these Terms & Conditions from time to time to reflect changes to our business, website, services or applicable legislation.
The latest version will be published on our website with an updated "Last updated" date.
Changes to these website terms will generally apply from the date of publication, subject to applicable law and any separate contractual arrangements already entered into with customers.
Where a change materially affects an existing service agreement, we will address it in accordance with that agreement and applicable law.

22. Severability

If any provision of these Terms & Conditions is found to be unlawful, invalid or unenforceable, that provision will be severed or limited to the minimum extent necessary, where legally permissible.
The remaining provisions will continue to apply to the extent that they remain lawful and enforceable.

23. Entire Agreement

These Terms & Conditions govern general use of our website.
They do not replace or override a separate quotation, accepted scope of work, written service agreement or any mandatory rights and obligations imposed by South African law.
Any specific service agreement between JJLP and a customer will apply alongside these website terms, subject to applicable law.

24. Contact Information

For questions about these Terms & Conditions, our website or our plumbing services, please contact us:
JJ Lourens Plumbing (Pty) Ltd
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