

Construction and Shopfitter CCTV Offer

Terms & Conditions

1. Subject to these Terms & Conditions, the 48 – Hour money back guarantee offer as detailed below is available to construction and shop fit -out customers operating from premises within the Bradford, Halifax, Skipton and Keighley postcode areas only (excluding any owned or operated by the families of employees of Drain Doctor Bradford and Halifax) (“Eligible Customers”) of Binns Plumbing and Drainage Services Ltd t/a Drain Doctor Bradford and Halifax (Drain Doctor Bradford and Halifax) for CCTV drainage surveys booked before 31 December 2026.
2. Surveys are subject to availability and will be scheduled at times agreed between Drain Doctor Bradford and Halifax and the Eligible Customer. Surveys may be completed after 31 December 2026, but the booking must have been made during the period set out above to be eligible for this offer.
3. The 48-Hour Money Back Guarantee applies where Drain Doctor Bradford and Halifax are instructed to carry out a CCTV drainage survey. The 48-hour period runs from our engineer leaving the survey site to delivery of the full written report and drawing. Reports and drawings will be delivered by email only. Drain Doctor Bradford and Halifax are not responsible for the provision of any incorrect email addresses to it or failures to transmit or be received for any reason.
4. Subject to these Terms & Conditions, if Drain Doctor Bradford and Halifax does not deliver the CCTV survey report with drawing within 48 hours of leaving site, the survey fee will be refunded in full within no more than 14 days of written request.

2 Chilver Drive, Bradford, England, BD4 0TS
01274 350 124 | bradford@draindoctor.co.uk

A Drain Doctor® Business Owned and Operated Under License by: Binns Plumbing and Drainage Services Ltd
Registered in England and Wales: 12302598 | Registered Office: 2 Chilver Drive, Bradford, England, BD4 0TS

5. The guarantee covers a refund of the CCTV drainage survey fee only. In no circumstances will Drain Doctor Bradford and Halifax be responsible in any way for any other direct or indirect costs, losses, expenses or claims howsoever arising from late delivery.
6. The guarantee does not apply where delay is caused by factors outside our control, including but not limited to: restricted or delayed site access, a survey that cannot be completed in full due to a blockage or obstruction preventing the camera passing through the line, additional sections or scope instructed after the original survey, or a change to the agreed scope.
7. To claim, Eligible Customers must notify Drain Doctor Bradford and Halifax in writing within 2 working days of the 48-hour deadline passing.
8. The guarantee applies to the CCTV drainage survey fee only and does not extend to fees paid for any remedial works, patch repairs or excavation subsequently quoted as a result of the survey findings.
9. This offer is not valid in conjunction with any other offer.
10. Our standard terms and conditions of business apply in full and are available on request.
11. This offer may be withdrawn, altered or substituted at any time without notice. In the event of withdrawal, alteration or substitution, the offer will be honored for any Eligible Customers who booked a CCTV drainage survey prior thereto.
12. The full details of Binns Plumbing and Drainage Services Ltd t/a Drain Doctor Bradford and Halifax are: Registered office: 2 Chilver Drive, Bradford. Registered number: 12302598