



PO Box 612, Orewa, Auckland | **Telephone:** 09 428 0448 or 027 84 77 000
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Cleaning – Repairs – Filtration – Water Deliveries – Advise

*Checked your
water tank
lately?*

Water Delivery/Water Tank Servicing Terms and Conditions

- Unless otherwise arranged, payment is due in full before delivery/service date or the delivery/service may be cancelled. Payment is to be made to 12-3489-0018452-00 using your address and name as a reference.
- We accept cancellations up to 48 hours before delivery/service date. Cancellations must be made by text message to our Operations Manager on 0272721521, a voice mail may not be received in time. After this time we will unfortunately have to charge for our truck time. If cancellation is made up to 48 hours prior to delivery/service day, and acknowledged by us, you will not be charged, and if you have prepaid you will be refunded within 3 business days. If cancellation is made up to 24 hours prior to delivery/service day, and acknowledged by us, payment will still be due but will be held in credit for a future delivery/service to the same address at a time to suit you, likewise if you have prepaid your prepayment will be credited towards a future delivery/service to the same address at a time to suit you. If cancellation is received after this time payment will still be due and if prepaid no refunds will be given.
- By booking a delivery with Healthy Water Tanks Ltd you are confirming that your driveway is suitable for an 8 wheeler tanker. Our drivers are professionals and will respectfully and carefully enter your property however we are not responsible for any damage that may be caused due to unsuitable access. Driveways need to be free from anything that can cause damage to our trucks, including low hanging branches, or obstacles like parked cars preventing safe access for our driver. If we cannot deliver the water safely, our driver will leave without delivering the water and we will charge you full price for the truck time.
- By booking a service with Healthy Water Tanks Ltd you are confirming that your water tank is accessible for cleaning with no obstacles preventing or making accessing the tank difficult. If we cannot safely access your water tank for servicing we will leave the property and refund your payment, minus our time.
- We cannot give a delivery time, especially during the busy summer season, due to things beyond our control such as the wait time at filling stations, heavy traffic etc. At best we can give a morning or afternoon delivery.
- For stand-alone water deliveries - please remember, filling your tank with new water churns up any 'muck' that may be in the bottom of the tank. If you start using the water immediately after filling it, before the sediment has had a chance to settle, you run the risk of clogging filters and putting your pump under undue stress. Please leave the water for as long as possible to allow time for the sediment to settle. If you do have a lot of sediment in your tank perhaps it's time for a clean and/or fresh filters – we can assist with this.

If you have any questions or concerns please don't hesitate to contact us.

We look forward to working with you!

One of the things that sets Healthy Water Tanks apart from the rest is our follow up service. You can rest assured that once your water tank or filtration system has been serviced by us we are available whenever you need further advise or assistance, or if you have any concerns at all in the future.

Contact us, we are always here to help.