Terms of Service

PHDbc Services — Lower Mainland, British Columbia

Effective Date: 09/25/2026

1. Acceptance of Terms

These Terms of Service ("Terms") govern your use of the website located at phdbcservices.ca (the "Site") and the plumbing, heating, drainage, boiler, cooling, and gasfitting services (the "Services") offered by [Legal Company Name], operating as PHDbc Services ("PHDbc Services," "we," "us," or "our"). By accessing the Site, submitting a quote request, or engaging our Services, you ("you," "the Customer," or "User") agree to be bound by these Terms. If you do not agree, please do not use the Site or our Services.

2. Scope of Services

PHDbc Services provides residential and commercial plumbing, heating, drainage, boiler and furnace, cooling, and gasfitting services within the Lower Mainland of British Columbia, including but not limited to Vancouver, Burnaby, Surrey, Richmond, Coquitlam, Langley, New Westminster, and North/West Vancouver. Availability outside these areas is at our discretion and may be subject to additional travel charges.

3. Online Quotes and Estimates Are Not Binding

Any quote, estimate, or price range provided through the Site's quote request form, by phone, or by email is a preliminary approximation only, based on the limited information you provide. It is not a fixed or binding offer. Actual pricing may differ once a technician has physically inspected the property, the plumbing, heating, or gas system, and the full scope of work. We will provide a final, itemized quote for your approval before performing chargeable work beyond an initial diagnostic visit, except in emergency circumstances described in Section 6.

4. Scheduling, Property Access & Disruption

You agree to provide reasonably safe and clear access to the work area, including access to shut-off valves, electrical panels, crawl spaces, or gas meters as applicable. Some services may require temporary disruption to water, gas, or utility service, removal of fixtures, or minor disturbance to walls, flooring, or landscaping in order to access pipes and lines. Where reasonably practicable, we will inform you in advance of any anticipated disruption. PHDbc Services is not responsible for delays, damage, or additional costs arising from restricted access, undisclosed hazards, or pre-existing property conditions that were not reasonably discoverable prior to commencing work.

5. Limitation of Liability

To the maximum extent permitted by law:

(a) Pre-Existing Conditions: PHDbc Services is not liable for damage, failure, or defects arising from pre-existing plumbing, heating, drainage, or gas system conditions, including hidden pipe corrosion, prior improper installation by others, outdated materials, or code violations that existed before our involvement.

(b) Hidden Defects: We are not liable for damage resulting from latent or hidden defects that could not reasonably have been identified through standard diagnostic methods at the time of service.

(c) Municipal Infrastructure: We are not responsible for issues originating in municipal water mains, municipal sewer lines, or utility infrastructure outside the property boundary, except where such issues arise directly from our negligent acts.

(d) General Limitation: To the extent permitted by law, our total liability for any claim arising from the Services is limited to the amount paid by you for the specific service giving rise to the claim. We are not liable for indirect, incidental, special, or consequential damages, including loss of income, loss of use, or costs of alternative accommodation, except where such exclusion is not permitted by law.

(e) Nothing in these Terms excludes or limits liability for death or personal injury caused by our negligence, or for any liability that cannot lawfully be excluded or limited under the laws of British Columbia.

6. Emergency Services & Dispatch

For same-day or after-hours emergency service requests:

(a) An emergency dispatch fee and/or after-hours rate adjustment may apply, and will be communicated to you before a technician is dispatched wherever reasonably possible.

7. Payment & Billing Terms

(a) Payment is due upon completion of work unless otherwise agreed to in writing.

(b) We accept the following payment methods: cash and e-transfer.

(c) You are responsible for any reasonable collection costs, including legal fees, incurred in recovering unpaid amounts, to the extent permitted by law.

8. User Submissions (Photos, Videos & Descriptions)

When you submit photos, videos, or written descriptions of a plumbing, heating, drainage, or gas issue through our quote request form:

- You represent that you own the property or have the property owner's permission to submit such images and request service;
- You grant PHDbc Services a non-exclusive, royalty-free license to view, store, and use the submitted content solely for the purposes of diagnosing your issue, preparing a quote, dispatching a technician, and maintaining service records;
- We will not use your submitted photos or videos for marketing, advertising, or any public purpose without your separate, explicit consent;
- You agree not to submit content that is unlawful, contains personal information about third parties without their consent, or infringes another person's rights.

9. Website Use & Prohibited Conduct

You agree not to: (a) use the Site for any unlawful purpose; (b) submit false, misleading, or fraudulent quote requests; (c) attempt to gain unauthorized access to the Site, our systems, or other users' information; (d) upload files containing viruses or malicious code; or (e) interfere with the proper functioning of the Site.

10. Intellectual Property

All content on the Site, including text, graphics, logos, and the PHDbc Services name and branding, is owned by or licensed to [Legal Company Name] and is protected by Canadian and international intellectual property laws. You may not reproduce, distribute, or create derivative works from Site content without our prior written consent.

11. Disclaimer of Warranties (Website)

The Site and its content are provided "as is" without warranties of any kind, express or implied, including as to accuracy, availability, or fitness for a particular purpose. Quote estimates displayed or generated through the Site are illustrative only, as described in Section 3.

12. Indemnification

You agree to indemnify and hold harmless PHDbc Services, its owners, employees, and contractors from any claims, damages, or expenses (including reasonable legal fees) arising from your breach of these Terms, your misuse of the Site, or content you submit, except to the extent caused by our own negligence or willful misconduct.

13. Governing Law & Jurisdiction

These Terms are governed by the laws of the Province of British Columbia and the federal laws of Canada applicable therein, without regard to conflict-of-law principles. You agree to submit to the exclusive jurisdiction of the courts of British Columbia for any dispute arising from these Terms or our Services.

14. Changes to These Terms

We may update these Terms from time to time. The "Effective Date" at the top will reflect the most recent revision. Continued use of the Site or our Services after changes take effect constitutes acceptance of the revised Terms.

15. Severability

If any provision of these Terms is found unenforceable, the remaining provisions will continue in full force and effect.

16. Contact Us

Questions about these Terms can be directed to:

PHDbc Services
Phone: +1 (604) 363-7239
Email: phdbcservices@gmail.com
Service Area: Lower Mainland, British Columbia