

Terms of Service

A. W. Crooks Plumbing & Heating

Effective Date: March 1, 2026

These Terms of Service ("Terms") govern your access to and use of services provided by A. W. Crooks Plumbing & Heating (referred to as "we," "us," "our," or "Company"), a family-owned business serving Battle Creek, Michigan, and surrounding areas since 1912. This includes plumbing services (e.g., drain services, emergency plumbing, water heaters, piping/repiping, sump pumps, sewer services, backflow prevention, boilers, plumbing installation and repair), HVAC services (e.g., furnace/heater installation & repair, air conditioning installation & repair, air quality services like filtration and humidifiers, emergency HVAC), generator services, and related offerings (collectively, the "Services").

By requesting, scheduling, or receiving Services from us (including via phone at (269) 962-5441, our website contact form at www.crooksplumbing.com, or otherwise), you ("you," "Customer," or "client") agree to be bound by these Terms. If you do not agree, do not use our Services.

1. Services

We provide professional, licensed, and insured plumbing, heating, cooling, and related services to residential and commercial customers in Battle Creek, Augusta, Bellevue, Brownlee Park, Calhoun County, East Leroy, Marshall, Springfield, and surrounding Southwest Michigan areas. Services emphasize quality workmanship, top-notch products, and 100% customer satisfaction. We offer 24/7 emergency services and free estimates. The specific scope of work will be outlined in your estimate, invoice, work order, or service agreement ("Service Documentation"). We reserve the right to refuse or cancel any service at our discretion.

2. Estimates and Pricing

Estimates are provided based on information available at the time and are valid for a limited period. They are not guaranteed final prices. Additional charges may apply for unforeseen issues, scope changes, permits, material price fluctuations, after-hours/emergency work, or travel. All prices are in USD and exclude applicable taxes unless stated otherwise.

3. Payment Terms

Payment is due upon completion of Services unless other written arrangements are made. We accept cash, check, credit/debit cards, and other methods as specified at the time of service. Late payments may incur interest at 1.5% per month (or the maximum allowed by law). You agree to pay all collection costs, including reasonable attorney fees.

4. Warranties and Guarantees

We stand behind our workmanship with guarantees on qualifying labor (specific terms provided in Service Documentation or upon request; typically 1 year or as stated). Manufacturer warranties apply to parts and equipment. Warranties do not cover misuse, neglect, unauthorized modifications, normal wear and tear, or issues from improper maintenance.

5. Liability Limitation

To the fullest extent permitted by law, our total liability for any claim related to Services is limited to the amount you paid for the specific Service(s) involved. We are not liable for indirect, consequential, incidental, special, or punitive damages, including property damage beyond our direct negligence, personal injury (except as caused by our proven negligence), lost profits, or business interruption.

6. Indemnification

You agree to indemnify and hold us harmless from claims, losses, damages, or expenses arising from your provision of inaccurate/incomplete information, undisclosed site hazards, or your actions/omissions.

7. Cancellations and Rescheduling

Cancellations or rescheduling with less than 24 hours notice may incur a trip fee. If we arrive and work cannot proceed due to site issues or customer-related delays, a service call fee may apply.

8. Permits and Compliance

You are responsible for obtaining required permits unless we agree in writing to handle them. We comply with applicable Michigan codes and standards.

9. Termination

We may suspend or terminate Services for non-payment, breach of these Terms, or unsafe conditions. You may cancel as outlined in your Service Documentation.

10. Governing Law

These Terms are governed by the laws of the State of Michigan. Any disputes shall be resolved in the courts of Calhoun County, Michigan.

11. Changes to Terms

We may update these Terms periodically. Continued use of Services after changes constitutes acceptance.

12. Contact Us

For questions about these Terms or our Services, contact us at:

Email: heather@crooksplumbing.com

Phone: (269) 962-5441 (24/7 for emergencies)

Website: www.crooksplumbing.com

Last Updated: March 1, 2026