

Terms of Service Effective Date: February 16, 2026

Welcome to Kazounis Plumbing and Heating. These Terms of Service (“Terms”) govern your use of our website located at <https://www.kazounis.com/> and our plumbing, heating, and related services.

By accessing our website or using our services, you agree to these Terms. If you do not agree, please do not use our website or services.

1. **Company Information:** Kazounis Plumbing and Heating 7760 Post Rd North Kingstown, RI 02852  
Email: [office@kazounis.com](mailto:office@kazounis.com) Phone: 401-491-9116
2. **Services Provided:** Kazounis Plumbing and Heating provides residential and commercial plumbing, heating, and related services in Southern Rhode Island. All services are subject to availability and scheduling. We reserve the right to refuse service at our discretion.
3. **Estimates & Payments:**
  - Estimates are based on the information available at the time and may change if additional work is required.
  - Payment is due upon receipt of invoice unless otherwise agreed in writing.
  - Accepted forms of payment include cash, credit/debit cards, and check.
  - Late payments may incur a late fee of [1.5 %] per month.
  - Past-due accounts may be referred to a collection agency, and the customer is responsible for all collection costs, including attorney fees and court costs.
4. **Payment & Collections:**
  - Customers agree to pay all amounts due for services rendered in full and on time.
  - In the event of non-payment, we may suspend services or take legal action to recover amounts owed.
  - Returned checks or failed payment transactions may incur additional fees.
  - We reserve the right to require deposits or advance payment for certain services or emergency requests.
5. **Emergency Service Terms:**
  - Emergency services are available Monday through Friday from 4:00pm to 10:00pm, Saturday and Sunday from 8:00am to 10:00pm and may incur additional fees beyond standard service rates.
  - Emergency response times may vary based on location and demand.
  - Customers requesting emergency service must provide accurate information about the nature of the problem.
  - Emergency services do not guarantee immediate resolution; follow-up work may be required.
6. **Cancellations & Appointments**
  - Customers must provide reasonable notice for appointment cancellations.
  - Missed appointments without notice may result in a service fee.

- We will make reasonable efforts to arrive within scheduled time windows but cannot guarantee exact arrival times.
7. Website Use You agree to use our website only for lawful purposes. You may not:
- Attempt to gain unauthorized access to our systems
  - Use the site to transmit harmful or malicious content
  - Interfere with the operation of the website We reserve the right to terminate or restrict website access for violations of these Terms.
8. Intellectual Property All website content, including text, logos, graphics, and images, is the property of Kazounis Plumbing and Heating and may not be copied, reproduced, or distributed without written permission.
9. SMS/Text Messaging (If Applicable) By providing your phone number, you consent to receive SMS/text messages related to appointments, service updates, billing notifications, and customer service communications.
- Message frequency may vary.
  - Message and data rates may apply.
  - You may opt out at any time by replying STOP.
  - Reply HELP for assistance. Your consent to receive text messages is not a condition of purchase.
10. Limitation of Liability To the fullest extent permitted by law, Kazounis Plumbing and Heating shall not be liable for:
- Indirect, incidental, or consequential damages
  - Delays due to circumstances beyond our control
  - Damages resulting from misuse or neglect of plumbing or heating systems. Our total liability shall not exceed the amount paid for the specific service provided.
11. Warranties: We may provide limited workmanship warranties. Manufacturer warranties apply to installed products where applicable.
12. Indemnification You agree to indemnify and hold harmless Kazounis Plumbing and Heating from any claims, damages, or expenses arising from your misuse of our services or website.
13. Governing Law These Terms are governed by the laws of the State of Rhode Island, without regard to conflict of law principles.
14. Changes to These Terms We reserve the right to update these Terms at any time. Updated versions will be posted on this page with a revised effective date.
15. Contact Us If you have any questions about these Terms, please contact:
- Kazounis Plumbing and Heating  
7760 Post Rd North Kingstown, RI 02852  
office@kazounis.com  
401-491-9116