

Terms and conditions

Version of 20 October 2026

Below you can read the arrangements that apply when you hire us. We have written them in plain language. If you have a question, feel free to call or email us.

This is a translation of our Dutch terms. If the two versions differ, the Dutch version applies.

Article 1. Who we are

Klootsema Rioolservice B.V. is based in Groningen and registered with the Dutch Chamber of Commerce (KVK) under number 42193041. You can reach us by phone, WhatsApp and info@klootsemarioolservice.nl. In these terms we call ourselves "we" and the customer "you".

Article 2. When these terms apply

1. These terms apply to every appointment and every job, for private customers and for businesses. Where the law gives private customers extra protection, we say so.
2. A different arrangement only applies if we record it together, for example in a message or an email.
3. If your business has its own terms, they do not apply to our job, unless we agree otherwise together.

Article 3. Making an appointment

1. You make an appointment by phone, WhatsApp, email or the form on our website. The appointment is fixed as soon as we have confirmed it together.
2. Whoever makes the appointment gives us the job and pays the bill. If you rent your home, you arrange any reimbursement with your landlord yourself. That is different if your landlord or owners' association gives us the job directly.

Article 4. Rates

1. Our rates are on our prices page (klootsemarioolservice.nl/en/prices). The rates on the day you made the appointment apply to your job.
2. All amounts on our website exclude 21% VAT. The work order and the invoice show the VAT and the total including VAT.
3. Outside working hours a surcharge applies. The time we arrive determines which surcharge applies. If more than one surcharge applies at the same time, only the highest counts. The surcharge applies to the whole amount, except parking costs.
4. We only charge for the camera, small materials and parking when they are needed. We only use the camera after discussing it with you.
5. If you live more than 35 kilometres from the city of Groningen, we agree the extra travel time with you in advance.
6. If extra costs come up, we discuss them with you first.
7. We don't charge for filling in the work order.

Article 5. The work

1. We clear blockages, inspect pipes with a camera, clean pipes and carry out small repairs to drains and sewers. We don't do digging or replace pipes in the ground.
2. We never break anything open. We only remove parts that can be put back without damage, such as a trap, a drain cover or a skirting board. If a floor, tile or wall has to be opened, that can only be done by another tradesperson, in consultation with you. That work falls under the responsibility and the guarantee of that tradesperson.
3. If there is a bigger problem behind it, such as a collapsed pipe, we stop and talk it through with you first. You pay for the time and costs up to that point. Then we decide together on the next step.
4. If we see that a pipe is old or weak, we tell you before we continue. If the pipe then breaks because of its poor condition, we are not liable, unless we made a mistake ourselves.
5. Sometimes more than one visit is needed to find the cause. We then explain why and what the next step is.
6. If the drain snake gets stuck because of a defect in the pipe, such as a break or tree roots, the time needed to free it counts as working time. If the snake breaks or stays stuck, that is our risk.
7. In a crawl space or another confined space we only work with a second person at the hatch. Dutch health and safety law requires this. We agree this with you in advance, and the time of that second person is added to the bill.
8. If you want us to stop, we stop. You pay for the time and costs up to that point.

Article 6. What we ask of you

1. Make sure someone is at home, and that we can reach the drain, the inspection chambers and the access points.
2. Tell us what you know about the pipes and the problem, for example what you have already tried yourself.
3. If you know something is unsafe, such as pipes containing asbestos, tell us before we start.
4. We use your water and electricity for the work, for example to flush the pipe.
5. If we have to wait because we can't reach the drain, that time counts as working time.

Article 7. Cancelling and rescheduling

1. You can cancel up to 2 hours before the appointment free of charge. That also applies if you have already solved the problem yourself. Call or message us.
2. If you cancel later, or you are not at home when we arrive at your door, you pay the starting rate.
3. If we can't keep an appointment, for example because of illness, we let you know as soon as possible and make a new appointment together. That costs you nothing. You don't receive compensation for it.

Article 8. Payment

1. As a private customer you pay straight after the job: by card, with iDEAL | Wero using a QR code, or with the exact amount in cash. You get a work order.
2. Businesses, owners' associations and landlords can also pay by invoice, within 14 days of the invoice date.
3. If you don't pay an invoice on time, you first receive a reminder giving you 14 days to pay. If you still don't pay after that, we may charge the statutory interest and the collection costs that the law allows. For businesses this is the statutory commercial interest.

4. Parts we fit, such as a trap, remain our property until the bill has been paid.
5. If your insurance covers the costs, you still pay us yourself. You then claim the amount back from your insurer, using the work order or invoice you get from us.

Article 9. Guarantee

1. Unblocking and repairs that we carry out come with a guarantee of 3 months. The guarantee starts on the day we finish the work.
2. If the same blockage or leak comes back in that period, in the same place, we make an appointment to come back and fix it free of charge.
3. If it is a different blockage or leak from last time, and it isn't caused by our work, our normal rates apply. Think of wet wipes, grease, nappies or other waste in the drain, a collapsed or broken pipe, tree roots, or damage caused by others or from outside.
4. If we see such a different cause, we tell you first and show you why. We only start work once you agree.
5. Materials that you bought yourself or that someone else fitted are not covered by our guarantee.
6. If we pointed out a problem in the pipe on the work order and it hasn't been fixed yet, the guarantee doesn't cover a blockage that comes back because of it. For other causes the guarantee still applies.
7. Want to use the guarantee? Call or message us and give the date on your receipt.

Article 10. Complaints

1. Do you notice a new problem, or does the blockage come back? Report it straight away. Waiting often makes the damage worse. If the damage gets worse because you waited too long, we don't compensate that extra part.
2. As a private customer you always have at least 2 months after discovering the problem to report it.
3. Report a complaint by phone, WhatsApp or email, preferably with a photo. We respond within 5 working days.

Article 11. Liability

1. If we cause damage through our work, we are liable for it.
2. We are not liable for damage caused by the poor condition of a pipe, as described in article 5, paragraphs 4 and 6.
3. If you are a business, we are not liable for consequential loss, such as loss of revenue.
4. If we cause damage intentionally or through gross negligence, none of the limitations in these terms apply.

Article 12. Cooling-off period for private customers

1. If you make an appointment as a private customer and we come to your home, you usually have a cooling-off period of 14 days under Dutch law. It starts on the day you make the appointment.
2. If you called us yourself for an urgent job, such as a blockage, there is no cooling-off period for that job. This is set out in the law.
3. If we suggest extra work on the spot that you didn't ask for yourself, you do have a cooling-off period of 14 days for that extra work.
4. Do you want us to start within the cooling-off period, for example for a job that isn't urgent? Then we ask you to confirm this explicitly, for example in a message. If you then withdraw from the job

anyway, you pay for the part we have already done. Once the job is completely finished, your cooling-off period ends.

5. Do you want to withdraw? Let us know within the cooling-off period by email or letter. You may use the form below, but you don't have to.

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To: Klootsema Rioolservice B.V., info@klootsemarioolservice.nl, or by post to the address on your work order or invoice

I/We* hereby give notice that I/We* withdraw from my/our* contract for the provision of the following service:

Agreed on:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s), only if this form is notified on paper:

Date:

* Delete as appropriate.

Article 13. Privacy

We handle your data with care. You can read how in our privacy statement (klootsemarioolservice.nl/en/privacy).

Article 14. If we can't resolve it together

1. Dutch law applies to our agreements.
2. If we can't resolve it together, the court that has jurisdiction under the law decides.

Article 15. Changes

We may change these terms. The terms in force on the day you made the appointment apply to your job.