Water Price Promise Policy

Customer satisfaction is paramount to us here at kinex.

We believe that our prices are the lowest around, however, if you receive a better offer from another supplier within 28 days of your service start date, provide this to us and we will either match the price offered or allow you to cancel your contract with kinex, without charge. You'll just need to pay for the services provided during your time with us. It's our Price Promise to you.

The competitor's offer must include prices for all service types, any applicable meter type, water usage, waste water usage, and property and highways drainage. Competitor's offer must be for the same products and services. Competitor's offer must be in writing and must have been made within 28 days of the service start date with kinex. Competitor's written offer must be provided to kinex by email at pricepromise@kinex.co.uk or by post to kinex, Longley House, Longley Lane, Manchester, M22 4SY. kinex will respond within 7 days of receipt.