

Better business bureau
Yelp

I would like to make consumers aware of the excessive charges FlowRight plumbing company charges. Attached is the bill for replacement of my water heater. I do not have a per hour rate for the labor so all I have is the material costs. I requested part numbers for the items but was told that this was all I was going to get.

Here is a breakdown of the bill from FlowRight with my cost from Pueblo Home Depot

1. Water heater, expansion tank and bracket. His charge is \$1,800.

Home Depot retail price
 Water heater \$560,
 expansion tank \$134,
 bracket \$20 Tax
Total from Home Depot \$714

Difference \$1086

2. Shower cartridge (the most expensive one I could find)
)\$30

His charge \$60

Difference \$ 30

3. He would not give me part numbers so I guessed on the Kitchen faucet. \$60

His charge \$233

Difference \$173

4. Basket strainer \$15 His charge 65 Difference \$40

5. 1/4 turn Angle stop \$4.50 his charge \$26.50

Difference \$22

Total difference between H.D. & Flow Right \$1321

if we add \$200 for the ball valve, flex line, sediment trap and pan the difference in RETAIL parts from Home Depot and his charge is \$1121 difference in parts. I would expect him to mark parts some but over 60% seems excessive. I have since got a \$300 discount on the bill which is still way too much. Had I not complained the original bill would have stood.

I just want to warn other consumers to STAY AWAY FROM FLOW RIGHT!!

Respectfully
John Spinola

FRPHI Service & Remodel, Inc.
 email: ar@flowrightphi.com
 2406 W. 11th St
 Pueblo, CO 81003

ADJUSTED INVOICE



Phone Main: 719-564-2101

Fax: 719-564-0161

Invoice: WO-23036855

Invoice Date: 9/22/2023

Bill To:	Project Details:
Allen Realty 108 Canon Ave Manitou Springs, CO 80209 Phone: 719-685-0770	02TMECQ323 Eric Cisneros 3rd Qtr 2023

Payment Terms	Contract Number	Invoice Due Date
Net 15		10/7/2023

Description

09/22/23 -EC-SVC- DIV
 Service at: 1623 Pine St Pueblo CO 81004
 Upon arrival as previously discussed, we replaced the existing water heater with a new 40 gallon natural gas along with an expansion tank and a sediment trap. We also replaced the kitchen faucet, installed the basket in the kitchen sink, replaced a cartridge in the bathroom hot water lab, replaced the shower cartridge and shortened the copper pipe for the tub spout as it was too long. The work is now complete, and all fixtures that we addressed are functioning properly. The water heater is not yet ready for inspection as it is in need of a chimney liner.
 Labor and parts provided by Flow Right have a 30 day non-transferable warranty from the date of service. No warranty on drain cleaning service. Any Discrepancies found by any Inspectors will be billed as an extra.
 Thank you for your business. Please remit payment of \$3,663.70

Description	Invoice Amount	Retainage	Current Due
Taxable	2,185.13	0.00	2,185.13 T
Non Taxable	1,312.50	0.00	1,312.50
Discount	315.00-	0.00	315.00-
Subtotal Amount	3,182.63	0.00	3,182.63
Tax Amount ('T' Indicates a taxable line)			166.07
Total Invoice Amount Due			3,348.70

Payment is due at the time of service. **An interest charge of 12% APR will be added on all invoices more than 30 days past due.** If legal process is necessary to collect, including but not limited to liens, attorney letters, or court filing, the cost of such process will be added to Customer's invoice. Labor and parts have a 30 day non transferable warranty from the date of service. Please contact the Accounting dept at the email above if you have any billing questions. Company does not provide warranty on any equipment, material, appliances or fixtures that it did NOT supply. NO WARRANTY FOR ANY PORTION OF ANY SERVICE THAT INVOLVES CLEANING OF ANY APPARATUS AREA OR PATHWAY.

FRPHI Service & Remodel, Inc.
 email: ar@flowrightphi.com
 2406 W. 11th St
 Pueblo, CO 81003

ORIGINAL INVOICE



Phone Main: 719-564-2101

Fax: 719-564-0161

Invoice: WO-23036855

Invoice Date: 9/22/2023

Bill To: Allen Realty 108 Canon Ave Manitou Springs, CO 80209 Phone: 719-685-0770	Project Details: 02TMECQ323 Eric Cisneros 3rd Qtr 2023
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Payment Terms Net 15	Contract Number	Invoice Due Date 10/7/2023
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Description

09/22/23 -EC-SVC- DIV

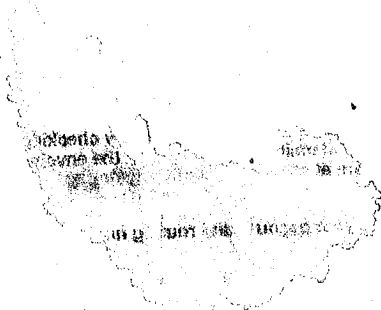
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Description	Invoice Amount	Retainage	Current Due
Taxable	2,185.13	0.00	2,185.13 T
Non-Taxable	1,312.50	0.00	1,312.50
Subtotal Amount:	3,497.63	0.00	3,497.63
Tax Amount ('T' Indicates a taxable line)			166.07
Total Invoice Amount Due			3,663.70



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1 40 Gal rheem natural gas water heater
 1 zimlet expansion tank with brackets
 1 run off tube I.E TMP drain
 Material costs = 1800\$
 Holds a 5 year manufacturer warranty and 30 day craftsmanship
 1 Standard Moen kitchen faucet with sprayer
 Material cost = 233.63
 Holds a 1 year manufacturer warranty
 30 day craftsmanship
 All other items installed holds a 30 day craftsmanship
 I hope this helps as its the only breakdown i can provide
 Thank you

Part Breakdown

*HOW DO THEY GET INVOICES
 WHEN THEY PURCHASE ITEMS?*