

Dear Customer

## **At Ridgeline Services – we want to get it right!**

Here's the small print, as we want to ensure you are happy with the service we provide and avoid any surprises.

### **Terms Of Trade**

Please read and accept these terms below before we begin work for you. You can do this by replying to the email we have sent with these terms and simply typing "I agree".

**IMPORTANT:** *If we have sent you these terms of trade and despite not agreeing with them, you ask us to do work for you, you are deemed to have agreed to these terms even if you haven't accepted them.*

By asking Ridgeline Services Ltd to carry out work on your behalf, you agree to uphold your obligations under these terms of trade.

### **Works During Manufacturers Warranty Period**

Works carried out during the warranty period of an appliance are chargeable if:- the work carried out falls outside the scope of the warranty provided of the supplier. This can include failure or poor performance resulting from incorrect installation, power and water supplies & or gas supply type or pressure.

### **Cancellations**

If you need to **reschedule** a booking, we are happy to assist you and there is no charge for this. If you have asked us to carry out work on your behalf and you need to **cancel**, please provide us with at least 24 hours notice.

If we are on-site at the scheduled appointment and you are not available there is a fee for this site visit.

### **Appointment Timing**

Due to road conditions and unforeseen requirements on site visits (additional works), it is very difficult to accurately schedule arrival times at jobs. Rather than giving an AM or PM appointment an estimated time of arrival (ETA) can be given. Please accept the time is indicative, every effort is made to get to site at that time, however the arrival time may vary.

### **Payment**

Payment is due immediately upon completion of works and can be made by cheque, electronic funds transfer or cash.

Once your job is completed you will be sent a final invoice, which is also your low risk gas safety certificate and/or your low risk electrical safety certificate, which you should keep somewhere safe for 7 years. Ridgeline Services also retains a copy of this document. If a medium or high risk certificate is required, there is an additional charge for this documentation.

Normally, we send invoices via email to the address you have supplied. Where this is not possible, or if you prefer invoices posted, please let us know before work commences. For jobs that are over \$1000 in value, a deposit will be requested before work commences.

**IMPORTANT:** *Payment is required on completion unless otherwise confirmed in writing. Please contact us if you have not received an invoice within 14 days of work being completed.*

### **Estimates**

Often we are asked to provide an indication of the cost of undertaking specific work. Where we provide this over the telephone, the price should be treated as a guideline only. We can provide written estimates that tend to be more accurate toward the final cost of undertaking specific work, however these involve a site visit.

In both cases, the end cost of carrying out work you have asked us to complete may be higher or lower than the guideline, or estimate price you have been given. We will always try to inform you if the job is going to cost more but at times this is not possible.

## Our Charges

Domestic works description	Charge
<b>First hour service charge</b> Licensed & registered gas and electrical service person (one tradesman) <b>Includes:</b> <ul style="list-style-type: none"> <li>▪ 25kms travel to site (measured from CBD)</li> <li>▪ Up to 1 hour labour</li> <li>▪ Certification for <b>low risk</b> gas or electrical works</li> </ul> <b>Excludes:</b> <ul style="list-style-type: none"> <li>▪ Additional time on job &gt;1hour charged at applicable hourly rate</li> <li>▪ Additional travel charged at the standard hourly rate + mileage</li> <li>▪ Disposal of rubbish</li> <li>▪ Collection of spare parts not carried in vehicle stock</li> </ul>	\$135 excl. GST (\$155.25 incl. GST)
<b>Standard domestic hourly rates apply 8am – 5pm weekdays</b> <ul style="list-style-type: none"> <li>▪ Gas fitting, service, maintenance</li> <li>▪ Electrical Service Work</li> </ul>	\$80 (excl. GST) per hr
<b>Out of hours domestic rates apply after 5PM, weekends and holidays</b> First hour service charge Gas fitting, service, maintenance and electrical service work	\$225 (excl. GST) \$120 (excl. GST) per hr
<b>Additional charges</b> Called to site, no access (broken appointment) Return visit to site (Travel) Collection of essential parts from supplier during site visit	\$35 (excl. GST) \$20 (excl. GST) Refer to hourly rate
Commercial and Industrial Works Description	
<b>First hour service charge</b> Licensed & registered gas and electrical service person (one tradesman) As per domestic scope.	\$135 excl. GST (\$155.25 incl. GST)
<b>Standard non-domestic hourly rates apply 8am – 5pm weekdays</b> <ul style="list-style-type: none"> <li>▪ Gas fitting, service, maintenance</li> <li>▪ Electrical Service Work</li> </ul>	\$100 (excl. GST) per hr
<b>Out of hours non-domestic rates apply after 5PM, weekends/holidays</b> First hour service charge Gas fitting, service, maintenance and electrical service work	\$325 (excl. GST) \$150 (excl. GST) per hr
<b>Gas or Electrical Certification**</b> <b>Low</b> risk certificate <b>General</b> risk certificate <b>High</b> risk certificate	No fee \$75 (excl. GST) \$145 (excl. GST)
Domestic, Commercial and Industrial desoot cleaning	
<b>Desoot of gas or oil boiler</b> (up to 1.5 hours labour, includes equipment cleaning)*Does not include industrial vacuum if required, cost is additional to quoted service cost.	\$180 (excl. GST)

\*\* We are required by law to issue gas or electrical safety certificates for **all** gas or electrical work we undertake, the charges reflect the type of certificate we have to supply. These charges are **extra** to any labour charges that are levied.

## Unpaid Accounts

If you do not contact us within 7 calendar days of receiving the invoice then you agree that you will normally forfeit your right to dispute the invoice. This may not apply to cases where there is a serious breach in the quality of our work, and does not affect your rights under the Fair Trading Act (1986) or the Construction Contracts Act (2002).

A \$40.25 (incl. GST) administration charge will be added to your account if payment remains outstanding for more than 10 days after the due date. We charge 2.5% compounding interest monthly for overdue accounts. All collection costs are passed on when invoices stay outstanding for more than 20 days.

**IMPORTANT:** *If you need to discuss any aspect of payment please contact us immediately.*

## Your Rights Under the Consumer Guarantees Act (2002)

We guarantee for our services will be:

- a. Licensed and registered to carry out the works.
- b. Performed with reasonable care and skill.

**IMPORTANT:** *If you believe there is a fault with our workmanship please contact us immediately. We will investigate the work and we will rectify any error as soon as possible.*

- c. Fit for the particular purpose they were supplied for.

**IMPORTANT:** *If you ask us to fit a product you supply, we do not guarantee the part is fit for purpose. If there is a fault with the part we supply we will contact the manufacturer and/or remedy the work. This is consistent with your right to repair.*

- d. Completed within a reasonable time.

**IMPORTANT:** *If work is delayed due to circumstances outside our control we cannot be held responsible for this. This includes bad weather, coordination of external trades and other site management issues*

- e. Priced reasonably.

**IMPORTANT:** *Work is charged according to the **costs & charges** formula (labour and travel costs, plus reasonable material acquisition, collection and removal costs - if any apply). You agree to contact us **immediately** if you are unhappy with the work or the invoice and notify us of any defects that need rectifying.*

**WITHHOLDING OF PAYMENT:** *You may only withhold the portion of payment that you are unhappy with. It is illegal to withhold all payment if you have only minor complaints about quality or finish.*

If you have any questions please do not hesitate to contact me.

**Ridgeline Services Ltd**