



Roofology Terms and Conditions

1.0 Acceptance of Works

- 1.1 Acceptance received via email or phone by Roofology from the Customer, shall constitute acceptance of the terms and conditions contained herein.
- 1.2 Upon acceptance of these terms and conditions by the Customer the terms and conditions are binding and can only be amended with the written consent of Roofology.
- 1.3 The Customer shall give Roofology not less than fourteen (14) days prior written notice of any change in the Customer's name and/or any other change in the Customer's details. The Customer shall be liable for any loss incurred by Roofology as a result of the Customer's failure to comply with this clause.

2.0 Guarantee/Warranty

- 2.1 All repairs are guaranteed for 2 years, unless otherwise stated on the quotation. The warranty is in force once the work has been completed.
- 2.2 If our work should fail for any reason within that time, we guarantee to investigate and resolve the issue as quickly as possible without charge.
- 2.3 In the event that Roofology is called out to resolve a warranty issue that turns out to be due to a cause unrelated to our work, or damage has been caused by people other than Roofology, a call-out charge of \$165 (includes GST) will be due.
- 2.5 Roofology reserves the right to return monies received for works done instead of resolving the issue, if the resolution works are deemed un-viable by Roofology.
- 2.6 The quotation excludes any latent conditions or events and also excludes anything not stated in the quotation.
- 2.7 The warranty shall cease and Roofology shall thereafter in no circumstances be liable under the terms of the warranty if the workmanship is repaired, altered or overhauled without Roofology's consent.
- 2.8 Roofology shall not be liable to compensate the Customer for any delay in either replacing or remedying the workmanship or in properly assessing the Customer's claim.

3.0 Price

- 3.1 The fixed price quotation is valid for 30 days from date of issue. It is at Roofology's discretion whether the quotation is valid for a period longer than 30 days.
- 3.2 The time has been estimated and in actuality may go under or over the quoted time but there will be no alteration to the price of this fixed quotation.
- 3.3 This is a fixed quotation and is not negotiable after commencement of any works.
- 3.4 Roofology may do additional work other than the approved, only in accordance with an additional written and duly accepted quotation amendment or variation to the original quote.

4.0 Deposit

- 4.1 At Roofology's discretion, works valued over \$3000 (includes GST) may require a 10% deposit payable upon acceptance of the quotation. The balance is due and payable at the completion of works.

5.0 Delivery of Works

- 5.1 It is at Roofology's sole discretion when the delivery of the Works shall take place. The work will be done with due diligence and within a reasonable time. Delays occur from time to time, due to weather and unexpected events. Roofology will do its utmost to ensure clients are kept informed and work schedule is kept on track.
- 5.2 Roofology shall not be liable for any loss or damage due to failure to deliver the Works, promptly or at all, due to circumstances beyond the control of Roofology.
- Rain may delay to commencement of work. Work cannot be carried out on rainy days due to OH&S regulations and specific work cannot be done on rainy days (ridge cap repairs, pointing, sealing and cement work).
 - Delays due to illness, injury and supplier delays.
 - Emergency work required to be taken by Roofology for safety hazards at another site will take precedence over other work scheduled.
- 5.3 The Customer shall make all arrangements necessary in preparation for the works to be completed. The Customer will notify Roofology of site changes that have changed since the time of quoting. For example:
- Other work has been carried out on your roof (solar panels, guttering, Foxtel, aerials, air conditioners).
 - Other parties have been on the roof that may have caused broken tiles etc.
- 5.4 Customers must identify any potential hazards on the site/property. For example hazardous chemical on site, electrical and plumbing service problems, asbestos and/or other work scheduled at the same time.
- 5.5 Customers should notify other parties that maybe affected by the work carried out on your property.
- 5.6 Roofology is not responsible for damages to property if property has not been removed or covered. If we are unable to carry out work due to being unable to access the work site due to lock out or cars blocking driveway, it is at Roofology's discretion whether you are charged a rescheduling fee of \$165 (includes GST).

6.0 Roof Hazards

- 6.1 If Works have been scheduled in the warm to hot weather, the Customer must advise Roofology if they have seen wasps in the area. Wasps like to nest under roof tiles, if disturbed they are a potential hazard on the roof.
- 6.2 If the wasps cause problems, Roofology reserve the right to stop work until the Customer arranges to have the roof sprayed to kill the wasp nests. Roofology will reschedule the job when the wasps have been sprayed or when the wasps are dormant.
- 6.3 At Roofology's discretion a \$165 (includes GST) rescheduling fee will be charged if wasps interrupt scheduled works.
- 6.4 It is at Roofology's discretion whether the need for scaffolding and/or additional safety is required to deliver Works. The Customer will be notified of the necessary safety requirements and any additional safety charges in the Quotation.
- 6.5 The Customer acknowledges that under no circumstances will Roofology work with/on asbestos or handle the removal of asbestos product.

7.0 Cancellation

- 7.1 Roofology reserves the right to withdraw from this contract prior to commencement of works, by giving written notice to the Customer. Roofology shall not be liable for any loss or damage whatsoever arising from such cancellation.
- 7.2 If the client wishes to cancel the job before commencement, they must advise Roofology at least ten (10) days before the scheduled start date.

7.3 In the event that the Customer cancels delivery of Works and materials have been ordered and /or purchased, a cancellation fee equal to 10% of the total cost of works will be charged and must be paid by the Customer.

8.0 Payment Terms

8.1 Full payment is due and payable at the completion of works (COD), unless otherwise agreed upon in writing by all parties.

8.2 The price quoted and agreed on will be paid in full on completion of work without deductions unless agreed upon in writing.

8.3 Customers cannot hold payment or payment for complaints or issues. It is important to notify Roofology within 7 days via phone or email and we will formulate remedies to resolve issues.

8.4 Cheques dishonoured by the bank incur a fee that will be passed on to the Customer.

8.5 The Customer will send payment confirmation via email or text for all EFT payments.

8.6 Roofology will issue a receipt once payment is received.

9.0 Failure to Pay

9.1 Interest on overdue invoices will incur a late charge which will be incurred at Roofology's discretion. Late fees can be charged from the date when payment becomes due, until the date of payment, at a rate of two and one half percent (2.5%) per calendar month.

9.2 In the event that the Customer's payment is dishonoured for any reason the Customer shall be liable for any dishonour fees incurred by Roofology.

9.3 If the Customer defaults in payment of any invoice when due, the Customer shall indemnify Roofology from and against all costs and disbursements incurred by Roofology in pursuing the debt, including legal costs on a solicitor and own client basis and Roofology's collection agency costs.

9.4 If any account remains overdue after thirty (30) days, then an amount of the greater of twenty dollars (\$20.00) or ten percent (10%) of the amount overdue, up to a maximum of two hundred dollars (\$200.00), shall be levied for administration fees which sum shall become immediately due and payable.