

# Terms & Conditions

**Labour Charges:** We do not charge a call out fee for our attendances, we charge a minimum 1st hours labour charge which includes any travel time to site and sourcing of materials

**Free quotes:** Over the phone or images provided for our staff is eligible for a free comprehensive quote or estimation. Quotes requiring a site visit will be chargeable. All accepted quotations will require a 50% deposit to be paid prior to commencing work, with the remaining amount to be paid upon completion of works.

**Access & Safety:** Due to Occupational Health and Safety reasons, we may require two or more tradespersons on site to align with and follow these requirements. Please note that works for both tradespersons will be charged. This includes, but is not limited to working on roofs, using our high powered jetter machine.

**Machine Hire:** Nightcliff Plumbing & Gas will charge a one off fee for machinery hire which is not limited to and includes: drain machines, jet blasters, drain camera, excavators, jackhammers and other power tools and machinery.

**After hours & weekend appointments:** will be charged at an increased rate, which is to be paid prior to attending with the remaining amount invoiced upon completion of works.

**Cancellation:** In the event an appointment needs to be cancelled, our team will require a minimum 12 hours' notice prior to the appointment. In the event this is not completed and our tradesmen are turned away onsite with failure to notify, the 1st hours labour charge will stand.

Insurance: All work to be covered by insurance must be paid for by the client once the works are completed, the client is to seek reimbursement from their insurance for the charges regarding repairs and our attendance.

Payments: Bills are to be paid within 5-7 days of invoice being issued to avoid late payment fees. Debt collection costs incurred to recover debts and repossession of goods will be charged to the client.

Nightcliff Plumbing & Gas will not complete repairs, replacements or provide services to tenants of properties without the owners written approval. Any works completed for tenants that fail to notify our staff to bill the owner, or without owners consent and approval, will be charged to tenant to seek reimbursement. Closure of accounts and refusal of service will be allocated to clients with ongoing history of bad payments, debts or unpaid invoices.

Hazardous work – Nightcliff Plumbing & Gas employees reserve the rights to stand down tools in the event there is present dangers to staff or clients. This is not limited to the presence of asbestos and hazardous materials, unsafe working condition, toxic gases or poisonous substances, unsanitary working environments including presents of mould or harmful toxins, working at heights when raining or presence of inclement weather, aggressive dogs, aggressive or violent clients and work zones.

Violence – Nightcliff Plumbing & Gas has a 0 tolerance for violence towards our staff, and reserves the right to refuse service. This includes discriminatory or violent verbal incidents, physical harm of our staff, presence of weapons, threats or racial/physical/sexual discrimination.