

# **MUTCH PLUMBING AND GAS PTY LTD – TERMS AND CONDITIONS**

**Effective Date:** 01/01/2025

## **1. QUOTATIONS & FIXED-PRICE AUTHORISATION**

1.1 Authorisation Required: No work will commence until a price or estimate has been disclosed and authorised by the Customer via signature, email, text message, or digital approval.

1.2 Price Acceptance: By authorising the works, the Customer acknowledges that the quoted price is accepted as fair and reasonable for the scope of work described.

1.3 Premium Service Acknowledgement: The Customer acknowledges that Mutch Plumbing and Gas Pty Ltd provides a premium professional service. Our pricing reflects the cost of specialised diagnostic equipment, high-level trade licensing, comprehensive insurance coverage, and the use of quality-approved materials. Comparisons to budget or unlicensed operators are not a valid basis for disputing charges.

## **2. PAYMENT, RECOVERY & PERSONAL GUARANTEE**

2.1 Payment is due in full immediately upon completion unless otherwise agreed in writing.

2.2 Interest accrues on overdue balances at 10% per annum, calculated daily from 7 days after invoice date.

2.3 Recovery costs including legal and collection fees are recoverable from the Customer.

2.4 Administrative recovery time is charged at \$140 per hour in 15-minute increments.

2.5 Personal Guarantee applies where work is authorised on behalf of a company or trust.

## **3. AFTER-HOURS & EMERGENCY WORKS**

After-hours, weekend, and public holiday works attract premium rates disclosed at booking.

## **4. REPUTATION, REVIEWS & THIRD PARTIES**

Customers must allow 14 business days for rectification before posting public feedback. Reviews must be factual and accurate. Third-party proxy reviews are prohibited.

## **5. LIABILITY & SITE CONDITIONS**

The Company is not liable for damage to concealed services, cosmetic access damage, or failure of aged infrastructure. Unsafe or abusive sites may result in work cessation.

## **6. WARRANTIES & CONSUMER LAW**

A 12-month workmanship warranty applies. Warranty is void if non-compliant pressure or unauthorised interference occurs. ACL rights are not excluded.

## **7. CANCELLATIONS**

Cancellations within 24 hours incur a \$120 + GST fee.

## **8. GOVERNING LAW**

This Agreement is governed by Queensland law. Severability applies.

## **Customer Acknowledgement**

By authorising works, the Customer confirms acceptance of these Terms and Conditions.