

Terms & Conditions

1. Quote Validity

- All quotations are valid for 30 days from the date of issue unless otherwise stated.
- Pricing is based on the information, site conditions, and plans provided at the time of quoting.
- Any variation to these conditions may result in additional costs.

2. Payment Terms

- For larger-scale projects, progress payment requests will be issued in line with milestone completions or as per the contract agreement.
- Deposits may be required prior to the commencement of works.
- Final payment is due within 7 days of completion of works, unless otherwise agreed in writing.
- Payment can be made by bank transfer or another agreed method.
- My Plumbing Services Pty Ltd reserves the right to pause or postpone works if payment terms are not met.

3. Variations

- Any changes to the scope of works, unforeseen conditions, or additional requests not included in the original quote will be treated as a variation.
- Variations will be provided in writing for client approval prior to commencement.
- Approved variations will be charged accordingly and may affect the overall project timeline.

4. Cancellation Policy

- Cancellations made more than 48 hours prior to scheduled commencement will not incur a fee.
- Cancellations made within 48 hours of scheduled works may incur a cancellation fee of up to 20% of the quoted value to cover administration and scheduling costs.
- For projects where materials have been ordered or custom items manufactured, the cost of these materials will also be chargeable.

5. Refund Policy

- Deposits are generally non-refundable, as they cover administration, scheduling, and procurement costs.
- In circumstances where My Plumbing Services Pty Ltd agrees to a partial refund, this will be at the company's discretion and may include deductions for labour, call-out, or material costs already incurred.

6. Site Access & Responsibilities

- The client is responsible for providing safe, unobstructed access to the site during normal working hours.
- Power, water, and basic amenities are to be made available to the contractor unless otherwise agreed.
- Any delays caused by lack of access, unsafe conditions, or other third-party issues may result in additional charges.

7. Workmanship & Warranty

- All works are carried out in accordance with the Plumbing Code of Australia, NCC, and relevant Australian Standards.
- My Plumbing Services Pty Ltd provides an 8-year workmanship guarantee on new installations and major works.
- Product and material warranties are subject to manufacturer terms and conditions.
- Warranty does not cover issues caused by misuse, neglect, third-party interference, or lack of maintenance.

8. Liability & Limitations

- My Plumbing Services Pty Ltd holds current public liability insurance and all required licences and registrations.
- The company is not liable for:
 - Pre-existing faults or defects in plumbing, roofing, or structures.
 - Damage arising from hidden conditions not visible at the time of inspection.
 - Incidental, consequential, or indirect losses such as loss of business or rental income.
- The company's total liability shall not exceed the total contract value for the specific works completed.

9. Safety & Compliance

- All works will be carried out in accordance with Work Health and Safety (WHS) legislation and best practices.
- The site will be left clean, safe, and tidy upon completion of works.
- Waste materials will be disposed of responsibly and in compliance with environmental guidelines.

10. Ownership of Materials

- All materials supplied by My Plumbing Services Pty Ltd remain the property of the company until full payment is received.
- The company reserves the right to recover or remove materials from the site in the event of non-payment.

11. Acceptance of Quotation

- Acceptance of this quotation, either verbally, in writing, or by way of deposit/payment, constitutes agreement to the above Terms & Conditions.