



TERMS &
CONDITIONS



renorevivals.com.au

TERMS & CONDITIONS

By accepting a quote by written approval or work order you agree to the following terms and conditions governing your procurement of the services of RENO REVIVALS. As part of our service, RENO REVIVALS will provide you with our building and maintenance services and where specified on a quote or estimate will supply building materials. Your written agreement to a RENO REVIVALS quote shall be deemed to be your agreement to abide by this Agreement, including but not limited to RENO REVIVALS privacy and security policies.

Scope of Works

Every effort will be made to provide a detailed scope of works. Please read the Scope of Works thoroughly taking note of the measurements and products that have been outlined. RENO REVIVALS will complete all works as set out in the scope of works in the agreed quote.

Works can be quoted with the assistance of information in the form of measurements, video footage, photographs or plans that are provided by the customer. If any information is inaccurate or misleading then RENO REVIVALS reserves the right to provide another quote and be recompensed for any labour, time or materials outlaid on the job.

Customer Obligations

The customer agrees to supply electrical power and water as reasonably required by RENO REVIVALS. All power and water charges incurred in relation to the work will be borne by the customer.

The customer agrees that they will not remain in the work area while work is in progress or use RENO REVIVALS ladder or equipment while work is in progress. This also applies to other tradesmen. Please inform any third parties.

Weather

RENO REVIVALS will not be held responsible for any delays caused by weather or other conditions all associated costs due to weather delays will be incurred by the customer.

Materials and Products / Warranty

Unless explicitly requested by the customer, all materials and product supplied from RENO REVIVALS will be provided as new. When replacing materials during a renovation, some materials may no longer be available due to a discontinuation of the line and are will not be available for purchase by RENO REVIVALS. If this occurs every effort will be made to best match the existing material at the allowed price or if this is not possible we reserve the right to re-quote the works. These terms and conditions are to be read in conjunction with any warranty provided by RENO REVIVALS or their suppliers. All materials and products that RENO REVIVALS supply are purchased through external suppliers. RENO REVIVALS has a database of recommended suppliers for goods and materials, compiled due to quality of product and timeliness of goods delivery. If the customer chooses products for installation that are not included on our recommended supplier list, RENO REVIVALS will take no liability in the event that the products are damaged, faulty or if an incorrect product is supplied. In the event that installers at RENO REVIVALS must return to the site of works due to a faulty product chosen by the customer, the customer will be required to pay all return costs. RENO REVIVALS will provide a warranty only when our recommended suppliers supply the goods. The warranty will be product specific and in accordance with the manufacturer's guidelines and conditions. If any materials/products that RENO REVIVALS supply are damaged, faulty or incorrect, RENO REVIVALS will replace the product by following the warranty process specific to that product. Products/materials will not be replaced due to general wear and tear or to any product; which has been subject to misuse, neglect, accident or alteration by the Customer or any other person or thing whether authorised or unauthorised.

Roofing Works

The Customer assumes full responsibility for removing vehicles prior to any work commencing on a work site. Prior to roofing works it is the responsibility of the customer to remove washing from clothesline, close windows, remove outdoor furniture or other items that can get wet or dirty. Remove cars from driveways and as a courtesy inform your neighbour of the work being carried out. RENO REVIVALS accepts no responsibility, under any circumstances, for damage to any property that has been left inside the area or surrounding the area in which work at heights is performed. No responsibility can be taken, under any circumstances, for damage to guttering during the work process, where gutters have been found to be rusty or weathered from age or without adequate fall/design faults. RENO REVIVALS does not accept responsibility and is not liable for leaks and damage or any associated costs resulting from storms, extreme weather, or acts of God.

Unforeseen Site Conditions

If during the contract, RENO REVIVALS encounters on the site, physical conditions which could not reasonably have been foreseen during the quote / tender process and the conditions will substantially increase the costs for the works, the new works will be treated as a Variation.

Unforeseen Structural Damage

All quotes are submitted under the assumption that all internal structures and covered components of the quoted works are in safe and sound condition. Eg all structures inside wall, roof and floor cavities are of sound condition. Once structural damage is uncovered, we are under a legal obligation to rectify certain issues. Every effort will be made to contact you, however if you are unable to be contacted and the structural damage impedes or ceases the work onsite we will rectify the issue without notification. All repair work will be at the cost of the customer. If works are to cease completely, all ordinary hours that any workers onsite have to halt on that day will be charged back to the customer.

Privacy & Security

Any information supplied in a quote remains the intellectual property of RENO REVIVALS and is not to be shared to third parties under any circumstances. RENO REVIVALS reserves the right to photograph or videotape all areas associated with the quoted works including areas used to transport goods and materials, before, during and on completion of works. All photographs and videos will be kept on file for the duration of the warranty period.

Third Party Interactions

RENO REVIVALS may provide contact details for other trades and suppliers to assist with purchase goods and/or services from other tradespersons and companies. Any contact provided is done so as a matter of convenience and any terms, conditions, warranties or representations arising from contact between you and the third-party, is solely between you and the applicable third-party. RENO REVIVALS shall have no liability, obligation or responsibility for any interactions between you and any such third-party.

Photographic Release *

I give RENO REVIVALS permission to take photographs of my property in connection with the project address. I authorise RENO REVIVALS the use of photos/videos in print and/or electronically. I agree that RENO REVIVALS may use such photographs of my property without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and web content. Photo's that are used electronically and printed will not provide address details for privacy purposes for our clients.

Rectifications

RENO REVIVALS will rectify any faulty works as per QBCC requirements. Delivery of Goods

RENO REVIVALS accepts no liability for losses incurred by the client for the supply of items chosen by the client and delivered from interstate or overseas. It is usual for some materials to take up to 4-5 weeks from dispatch date for receipt of materials from overseas or interstate.

Paint Works

All quotes are submitted under the assumption that all prior painting on any surface has been applied correctly. RENO REVIVALS will not be liable for failure of previous coatings. Charges and Payment of Fees

You shall pay all fees or charges applicable to your account in accordance with these terms and conditions, or in accordance with the payment terms on a final invoice or in accordance with a schedule of rates that is in effect at the time a fee or charge is due and payable. All pricing terms are confidential, and you agree not to disclose them to any third party.

Payment Terms

RENO REVIVALS requires a deposit prior to commencement of works for 5% of the total amount of the accepted quote. Upon clearance of the deposit payment a commencement date for the work will be given and scheduling of work will commence. A further progressive payment will be required on the date of commencement and will be outlined in the Contract. The balance of the payments are to be paid in accordance with the payment terms outlined in the Contract. All variations must be paid in full in accordance with the payment terms on a final invoice or in accordance with a schedule of rates that is in effect at the time a fee or charge is due and payable. If you believe your bill is incorrect, you must contact us in writing within 14 days of the invoice date of the invoice. RENO REVIVALS reserves the right to charge Interest calculated daily at a rate of 15% per annum. In addition to this you will be charged for any debt collection costs incurred in pursuit of payment. Building materials remain the property of RENO REVIVALS until such time as the total amount agreed upon for works as established in quotes and subsequent variations is paid in full. Non-payment of accounts after 90 days may result in the repossession of building materials and products. Upon clearance of the deposit payment a commencement date for then work will be given and scheduling of work will commence.

Cancellation of Contract

RENO REVIVALS reserves the right to cancel this contract due to any unforeseen circumstances at the absolute discretion of RENO REVIVALS. Cancellation of work by Customer will result in the forfeit of any deposit money paid subject to the expiry of any cooling off period (if applicable)

Other Provisions

If any provision of these terms and conditions shall be invalid, void, illegal or unenforceable the validity, existence, legality and enforceability of the remaining provisions shall not be affected, prejudiced or impaired. These terms and conditions and any contract to which they apply shall be governed by the laws of Queensland and are subject to the jurisdiction of the Courts of Queensland. RENO REVIVALS warrant that in performing the services for the client, the best workmanship and materials have been employed and RENO REVIVALS upon receipt of full payment hereby guarantees the workmanship as per QBCC regulations.

Asbestos

It can be hard to identify asbestos simply by looking, and the asbestos may have been covered up. RENO REVIVALS will test for asbestos where it is suspected which will incur an additional fee unless specified ASBESTOS REMOVAL is included in the quote and contracted works. If asbestos is found while working the correct procedures will be followed to adhere to OHS requirements, this could cause a delay in works and a variation in costs.

*I give RENO REVIVALS permission to take photographs of my property in connection with the project address.

Yes

No

Let's Get Your Project Started!

Additional terms: (JOB SPECIFIC)

Name of Client:

Signed by Client:

Date: