

Terms and Conditions – Service One Heating & Cooling

1. Pricing and Quotes

- All quotes are valid for 14 days from the date of issue.
- Pricing may be subject to change if supply costs fluctuate or if additional work is required beyond the original scope.
- Any changes to the scope of work will be communicated and quoted accordingly.

2. Standards of Work

- All installation, servicing, and maintenance work is carried out in accordance with **Australian Standards** and relevant **industry guidelines**.
- Our team is fully qualified, insured, and committed to delivering high-quality workmanship.

3. Payment Terms

- A **50% deposit** is required upon acceptance of the quote and prior to the ordering of materials or commencement of work.
- The **remaining balance** is due within **7 days** of the final invoice, issued upon completion of the job.
- Payments can be made via **direct bank transfer** using the secure payment link provided through Xero.

4. Cancellations and Refunds

- Cancellations made **within 7 days** of the scheduled start date may incur a **20% cancellation fee** based on the total quoted amount.
- Deposits are **non-refundable**, unless otherwise agreed to in writing by Service One Heating & Cooling.

5. Warranty

- We provide a **10-year warranty** on all installation work, effective from the date of commissioning.
- Equipment and components are covered by **manufacturer warranties**, which must be claimed in accordance with the manufacturer's terms.
- *Extend your manufacturer's warranty by 2 years* when your system is serviced by Service One Heating & Cooling every 12 months. Keep your service log/receipts as proof of maintenance.

- Minor repairs are covered by a **90-day warranty** from the completion date.
- Major repairs and component replacements are covered by a **6-month warranty** from completion.
- All workmanship and materials used by Service One Heating & Cooling are warranted against defects for the applicable period.
- Warranty claims must be submitted within the applicable warranty period and will be addressed promptly.

6. Maintenance and Repairs

- Regular maintenance is important for system efficiency and longevity.
- We offer scheduled maintenance services as part of our ongoing support.
- Repairs not covered under warranty will be quoted separately and require approval before proceeding.

7. Liability

- Service One Heating & Cooling is not liable for any damage or loss arising from events beyond our control, including natural disasters, electrical surges, or equipment misuse.
- Our liability is limited to the amount paid for the specific services provided.

8. Customer Responsibilities

- Customers must provide **safe and reasonable access** to the property and ensure the work area is clear and hazard-free.
- It is the customer's responsibility to obtain any necessary **permits or approvals** prior to the commencement of work.

9. Dispute Resolution

- Any disputes related to our services or these terms will be handled under **Australian law**.
- Both parties agree to attempt **mediation** in good faith before pursuing legal proceedings.

10. Acceptance of Terms

- By accepting a quote and proceeding with our services, you acknowledge that you have **read, understood, and agreed** to these terms and conditions.