

TERMS & CONDITIONS EFFECTIVE 07/03/18

Quotes on Installations:-

1. Fairbairns Heating & Cooling Pty Ltd reserves the right to vary a quote if any unforeseen circumstances arise or if clients vary from the original quote.
2. All quotes are subject to a site inspection.
3. Quote valid for 28 days unless otherwise specified.
4. A 20 % deposit is required on quote acceptance before heating & cooling units and materials can be ordered.
5. The quote is to be signed with the option/options (if options exist) being accepted indicated & returned via email or mail before work will be commenced.
6. Installation quotes where progress payments apply are based on 2 stages of work. Extra charges will be incurred if more than 2 stages of work are required by a customer to complete the installation .Progress payments will be invoiced at the completion of each stage and are payable on receipt of invoice.

Installations:-

1. All goods remain the property of Fairbairns Heating & Cooling Pty Ltd until paid for in full by customer.
2. Customers will incur the suppliers restocking fee plus a \$55 administrative fee if customers cancel their order after units and materials are ordered by Fairbairns. The balance of the customers deposit will be returned to the customer after these charges have been deducted.
3. If the installation is cancelled on the day of the installation, the cancellation fees as outlined in point 2 will apply with the addition of the call out fee being applied per installation team member that was scheduled to carry out the install.
4. Owners are to be on site on the day of the installation so that the installers are able to explain the positioning of the equipment and also to demonstrate its use on completion. If advance notice is not received by Fairbairns of owners' non- attendance, Fairbairns will assume the person on site is authorised to act on behalf of the owner.
5. Final payment is required on the receipt of tax invoice after completion.
6. Overdue accounts will be referred to a collection agency and/ or law firm.
7. In the event that an overdue account is referred to a collection agency and/or law firm, the customer will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs.
8. Fairbairns Heating & Cooling Pty Ltd offers a 6 year warranty on our workmanship. The manufacturers of the various systems and products we install offer their own product warranties.
9. Issues with systems under warranty must be referred to Fairbairns Heating and Cooling first. Failure to do so may result in charges from the Manufacturer for which Fairbairns will not be responsible, regardless of who is at fault. For any issue found not to be a manufacturing or an installation fault, repair charges will apply.
10. No guarantee on performance of new unit installed to existing ducting

Maintenance Service Work/System Repair Work/Duct Repair Work:-

1. Maintenance service rates apply only to fully functioning heating & cooling units where there are no issues. (Note: some parts are non-serviceable. See Maintenance Service & Repairs page of website for details). If the system is in need of more than just a general maintenance service, Fairbairns repair pricing schedule will apply.
2. Labour on repair work on heating & cooling units and ducting is warranted for 90 days against the recurrence of the same fault only. Manufacturer's warranty applies on parts (usually 12 months from part suppliers' tax invoice). Should a new issue arises, new call out & timed charges will be applied accordingly
3. Repairs on heaters, coolers, Split Systems and ducting that cannot be completed at the first visit will result in a quote for the cost of the rest of the repair. The tax invoice for the initial inspection must be paid in full before further quoted work will be carried out. A 20% deposit will be required on acceptance of the quote for the rest of the repair work before work will be commenced.
4. Should quotes for repair work not be accepted, the tax invoice for the initial visit is still payable
5. Quotes on repairs are valid for 28 days.
6. All parts and materials remain the property of Fairbairns Heating & Cooling Pty Ltd until paid for in full by customer.
7. Full payment is required on the receipt of each tax invoice.
8. Overdue accounts will be referred to a collection agency and/ or law firm.
9. In the event that an overdue account is referred to a collection agency and/or law firm, the customer will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs.
10. Signing the tax invoice authorises the acceptance of charges contained therein. It is the responsibility of the customer to have advised Fairbairns Heating & Cooling Pty Ltd in advance if the person on site is not authorised to accept the charges. If no advice is given, the charges will be applied to the person who initiated the call out.
11. If the customer is not able to be in attendance on the day of our service technician's appointment and/or will be unable to be contacted, it is the responsibility of the customer to have advised Fairbairns Heating & Cooling Pty Ltd in advance of any price caps without authorisation that they wish to have applied. If no advice is given, the charges as per the invoice will apply.
12. Twenty-four hours' notice is required for cancellations; otherwise the call out charge may apply. If the service technician is at site before the job is cancelled, the timed charges will be incurred in addition to the call out fee.

Rebates & Cash Backs

Whilst every assistance is offered to customers in obtaining rebates/cash backs from Manufacturers, VEECS and Australian Gas Networks etc., these payments are the sole responsibility of the companies offering them and Fairbairns cannot be deemed liable if rebates/cash backs are not passed on to customers.