

Tile Maintenance terms and conditions

1 Definitions

1.1 In these terms and conditions:

(1) Customer means the person purchasing the goods and/or services upon these terms and conditions and any entity acting on behalf of or with the authority of the Customer; and

(2) Supplier means Tile Maintenance Pty Ltd trading as Tile Maintenance and any related body corporate of the Supplier within the meaning of section 50 of the Corporations Act 2001 and any successor or assignee.

2 Binding terms and conditions

2.1 The only terms which are binding upon the Supplier are:

(1) those set out in these terms and conditions or otherwise agreed to in writing by the Supplier; and

(2) those, if any, which are imposed by law and which cannot be excluded.

3 Quotations

3.1 Any prices shown in the Supplier's quotations are valid for 90 days from the date of the quotation and are otherwise subject to alteration without notice at the Supplier's sole discretion.

3.2 The Customer must check the quotation carefully as the Supplier will only supply the goods and/or services shown in the Supplier's quotation.

3.3 Any variations to the price and/or of the goods and/or services to be supplied as shown in the Supplier's quotation must be agreed in writing.

3.4 To enable the Supplier to supply the goods and/or services as shown in the Supplier's quotation, the Customer must ensure that at all times the Supplier has free and clear access to the relevant worksite, failing which additional charges may apply.

3.5 The Supplier will not be liable if tiles lift and/or come loose during the grout removal process (this is sometimes caused by high moisture levels) and additional charges may apply if re-tiling is required as a result.

5 Acceptance

5.1 The Customer must inspect the goods and/or services immediately upon completion and must within 7 days after the date of inspection give written notice to the Supplier, with particulars, of any claim that the goods and/or services are not in accordance with the contract. If the Customer fails to give that notice, then to the extent permitted by statute the goods and/or services must be treated as having been accepted by the Customer and the Customer must pay for the goods and/or services in accordance with the provisions of these terms and conditions.

6 Payment

6.1 Payment for goods and/or services sold by the Supplier to the Customer must be tendered in full no later than the date of sale or as otherwise specified by the Supplier.

6.2 Payment must be treated as made:

(1) if cash, direct credit or credit card is tendered – on the date it is tendered; and

(2) if a cheque or other negotiable instrument is tendered – on the date upon which the cheque or other negotiable instrument is negotiated and cleared by the Supplier's bankers.

6.3 Time is of the essence in respect of the Customer's obligation to make payment for goods and/or services sold by the Supplier to the Customer.

6.4 If the Customer defaults in making payment to the Supplier in accordance with these terms and conditions the Supplier may in its absolute discretion:

(1) charge the Customer interest calculated on the portion of the Customer's account overdue at the rate of 2% per month from the date on which the default arose; and

(2) require the Customer to reimburse the Supplier for all collection costs including legal costs incurred by the Supplier calculated on a solicitor and client basis as a consequence of the Supplier instructing its solicitor to provide advice to it in connection with the default and/or to institute such recovery process as the Supplier in its discretion decides.

6.5 Any payments tendered by the Customer to the Supplier must be applied as follows:

(1) first as reimbursement for any collection costs incurred by the Supplier in accordance with clause 6.4(2);

(2) secondly, in payment of any interest charged to the Customer in accordance with clause 6.4(1); and

(3) thirdly, in satisfaction or part satisfaction of the oldest portion of the Customer's account.

6.6 If the Customer cancels or otherwise does not complete an order for goods and/or services, the Supplier may retain the deposit at its discretion.

7 Cancellation fee

7.1 If the Customer cancels an appointment for the Supplier to supply goods and/or services within 24 hours of the scheduled appointment, a cancellation fee of \$220 will be payable by the Customer to the Supplier regardless of the reason for the cancellation.

8 Warranties, exclusions and limitations

8.1 The Supplier warrants that a full shower re-grout will stay waterproof, meaning no water will enter behind the Supplier's work, for a period of 10 years from the date of service. This warranty is strictly limited to water penetration behind the Supplier's work and does not cover any other cause or potential defect.

8.2 The only other conditions and warranties which are binding on the Supplier in respect of:

(1) the state, quality or condition of the goods and/or services supplied by it to the Customer; or

(2) advice, recommendations, information or services supplied by it, its employees, servants or agents to the Customer regarding the goods, their use and application; are those imposed and required to be binding by statute.

8.3 To the extent permitted by statute, the liability, if any, of the Supplier arising from the breach of the conditions or warranties referred to in clause 8 is, at the Supplier's option, limited to and completely discharged:

(1) in the case of the goods, by either:

(a) the supply by the Supplier of equivalent goods; or

(b) the replacement by the Supplier of the goods supplied to the Customer; and

(2) in the case of advice, recommendations, information or services, by supplying the advice, recommendations, information or services again.

8.4 Except as provided in this clause 8, all conditions and warranties implied by law in respect of the state, quality or condition of the goods and/or services which may, apart from this clause, be binding on the Supplier are excluded.

8.5 The Customer acknowledges that the Customer does not rely, and it is unreasonable for the Customer to rely, on the skill or judgment of the Supplier as to whether the goods supplied are reasonably fit for any purpose for which they are being acquired. The Supplier will endeavour to ensure that the colour and texture of the grout supplied match any description