

## **Terms and Conditions of Trade**

### ***Thanks for choosing us!***

At Spectrum Plumbing And Drainage LTD, our employees believe in providing great service. It is important to us that you understand these terms and conditions and the way we work. All work we carry out is covered by the information set out below. These terms overwrite any agreements made in person, over the telephone, or in any other communication.

**When you ask Spectrum Plumbing And Drainage to carry out work on your behalf, you agree to uphold your obligations under these terms and conditions of trade.**

**If you have any questions please contact us on 021 671788.**

#### ▪ **Payments**

Payment is due on completion or within **7 days**. Payment can be made in cash, by cheque, or online bank transfer. Once your job is completed, or if there is a pause in works, an email invoice will be sent.

#### ▪ **Deposits**

A **50% deposit** will be requested upfront before work commences for all jobs valued at over \$1000.

#### ▪ **Progress Invoices**

Progress invoices are daily claims for work done on site and cover the costs of labour and materials to keep working at a site. We know you need to stay informed, so we will normally send out progress invoices at the end of every stage of work (disconnection, pre-pipework, fit-off etc.). We send progress invoices if, for any reason, there is likely to be a delay in the work.

If for any reason work has paused you can request an invoice at any time by calling 021671788 or emailing isaac@spectrumplumbing.co.nz

**We reserve the right to stop work if progress payments have not been met.**

### ▪ **Unpaid accounts**

Please notify us within 5 days if you do not understand, or wish to dispute any of the charges on your account.

If payment remains outstanding for over 7 days from the invoice due date a charge of \$65 (plus GST) may be added to your account at our discretion.

If payment is not received, your account will be referred for debt collection.

**All costs in relation to collection of overdue accounts will be added to your account.**

### ▪ **Hourly Rates (Plumbing & Drainage)**

- First hour - **\$95** (Call out fee - **\$25**)
- Standard hourly rates - **\$70**
- After hours rates (First hour) - **\$235**
- After hours further time (per hour) - **\$105**
- **All prices are plus GST**
- **After hours rate apply during public holidays, weekends and after 6pm.**

All site visits are charged at minimum of **1 hour** and in **15-minute** increments thereafter.

**Under the Consumer Guarantees Act (2002), we guarantee our services will be:**

- **Performed with reasonable care and skill**

If you believe there is a fault with our workmanship please contact us immediately. We will investigate the work and we will rectify any error as soon as possible.

- **Warranty**

Our workmanship is guaranteed for 10 years and all our plumbing and drainage products carry a minimum of 5 years manufacturer's warranty.

- **Fit for the particular purpose they were supplied for**

If you ask us to fit a product you supply, we do not guarantee the part is fit for purpose. If there is a fault with the part we supply we will contact the manufacturer and/or remedy the work. This is consistent with your right to repair.

- **Completed within a reasonable time**

If work is delayed due to circumstances outside our control we cannot be held responsible for this. This includes bad weather, coordination of external trades and other site management issues.

- **Priced reasonable**

Work is charged according to the COSTS & CHARGES formula (labour and travel costs, plus reasonable material acquisition, collection and removal costs (if any apply)).

You agree to contact us **immediately** if you are unhappy with the work or the invoice and notify us of any defects that need rectifying.