



SERVICE TERMS AND CONDITIONS
GENERAL TERMS, WINDOW REPLACEMENTS, SUPPLY OF NEW WINDOWS & DOORS

ASQB Pty Ltd General Terms of Service

Last Updated: [22.02.2024]

1. Acceptance of Terms

By accessing or using the services provided by ASQB Pty Ltd ("ASQB"), including but not limited to window and door repairs and replacements, you agree to be bound by these Terms of Service. If you do not agree to these terms, please refrain from using our services.

2. Services Overview

ASQB provides window and door repair services to residential and commercial clients. Our services include but are not limited to diagnostics, compliance, repairs, replacements, and maintenance of windows and doors.

3. Service Quotes and Estimates

Clients' will be provided with a precise quote for the requested service(s) based on the information provided to ASQB at the time of quoting. Actual costs may differ depending on the final scope of work carried out.

The quoted prices from ASQB are valid for 30 days starting from the date of issuance. After the expiration of this 30-day period, prices are subject to change

4. Scheduling and Appointments

ASQB will make every effort to adhere to agreed-upon schedules and appointment times, however unforeseen circumstances may cause delays. In such cases, ASQB will communicate any changes promptly.

5. Cancellation Policy

At ASQB, we understand that circumstances may arise where clients need to cancel their scheduled appointments or projects. We strive to accommodate such situations while also ensuring fairness to both parties. Therefore, we have established the following cancellation policy:

- a) ASQB reserves the right to charge a cancellation fee equivalent to a portion of the scheduled service cost for appointments cancelled without sufficient notice.
- b) Clients are kindly requested to provide at least 48 hours' notice for any appointment cancellations or rescheduling requests.
- c) Cancellations made within 24 hours of the scheduled appointment time will incur a cancellation fee.



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- d) The cancellation fee is equivalent to the cost of the service call out portion of the scheduled service cost, starting from \$145 per technician scheduled for your job.
- e) Clients must communicate their cancellation requests promptly by contacting ASQB Pty Ltd via phone or email.

6. Payments and Invoicing

All invoices issued by ASQB are generated in accordance with the Building and Construction Industry Security of Payment Act 1999 (NSW). This act governs the payment processes within the construction industry to ensure fair and timely payments.

Payment for services is due within 14 days of invoice issuance. Late payments may incur additional charges.? Invoices will clearly outline the services provided and associated costs.

7. Warranty

ASQB provides a 12-month warranty on all workmanship. The warranty covers defects in workmanship but does not cover damage caused by misuse, negligence, or natural disasters.

Hardware, parts, glass, and replacement windows and doors are limited to the manufacturer's warranty. ASQB will not be responsible for any loss, injury or damage as a result of any manufacturing defect. Full liability remains the responsibility of the manufacturer.

8. Liability

ASQB is not liable for any indirect, incidental, special, or consequential damages arising from the use of our services.

While we do our utmost to provide high-quality repairs, we cannot assume responsibility for any pre-existing conditions or subsequent issues related to the serviced windows and doors.

9. Termination of Services

ASQB reserves the right to terminate services if a client violates these terms or engages in any inappropriate behaviour. Termination will be at the discretion of ASQB, and any outstanding payments will still be due.

10. Changes to Terms

ASQB reserves the right to modify or update these Terms of Service at any time. Continued use of our services constitutes acceptance of the revised terms.

By engaging ASQB's window and door repair services, you acknowledge that you have read, understood, and agree to these Terms of Service. If you have any questions or concerns, please contact us at service@asqb.com.au



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ASQB Pty Ltd – Window Replacement Terms of Service

Last Updated: [22.02.2024]

1. Acceptance of Terms

By accessing or using the services provided by ASQB Pty Ltd ("ASQB"), including but not limited to window and door replacements, you agree to be bound by these Terms of Service. If you do not agree to these terms, please refrain from using our services.

2. Overview of Window Replacement Services

ASQB specialises in professional window replacement services for both residential and commercial clients. Our scope of services includes the removal, and installation of new windows, providing clients with upgraded and energy-efficient solutions.

3. Initial Consultation and Quotes for Window Replacements

Clients will receive an initial consultation where our experts will assess the existing windows and capture information regarding the clients' specific needs.

ASQB will then provide a detailed quote for the replacement project. The quote will include costs for materials, labour, and any additional services required.

The quoted prices from ASQB are valid for 30 days starting from the date of issuance. After the expiration of this 30-day period, prices are subject to change.

Service Inclusion Notes and Conditions

a) Check Measuring

The quote is based on approximate sizes. We allow for two visits to site to complete final measuring, additional costs may apply if more than two site visits are required.

b) Cleaning

- Trade cleaning of glass - removal of writing and stickers only - is included in scope of works.
- All rubbish will be removed on completion of works
- Drop sheets will be used in the immediate work area during installation.
- Dusting and vacuum cleaning are not done unless otherwise specified.



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c) **Cement Render**

The window replacement plan for the quoted building has been prepared without inspecting every unit internally. As such, it is impossible for ASQB to know the condition of the cement render around the window frames. During the work process a high level of care will be taken by our technicians, however damage to render sometimes occurs. In these instances, we will make good any damaged render at no cost, provided there are no pre-existing conditions like existing cracks or drummy cement render. The repair of render covered under our warranty is limited to patch rendering only, and painting is not included.

What Is Drummy Render?

Drummy render is when the cement or plaster render coating becomes loose. When tapped with the plastic handle of a screw- driver, or sometimes just your knuckles, it produces a hollow, weak sound.

d) **Arch bars and Lintels**

Some old window openings may not have arch bars. If the installation of arch bars is required after the removal of existing windows, additional costs will apply.

Service Exclusion Notes

a) **Tiling**

The condition and adhesion of existing tiles vary significantly between installations. While most installations do not disturb tiles, there are instances where pre-existing conditions may result in disturbance to tiles or glass splashbacks. Despite exercising care and caution when working around these materials, it's important to note that the repair or restoration of tiling and glass splashbacks is not included in the contract.

b) **Kitchen Cupboards & Built-in Joinery**

In rare cases where it is absolutely necessary, our technicians may need to stand on kitchen cupboards or other built-in joinery/furniture during the window replacement process. Although every precaution is taken, ASQB assumes no liability for any resultant damage, including damage to the kitchen sink or taps.

c) **Cavity Brick and Brick Veneer Installations**

The replacement of head or sill cavity flashing is not included.



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d) **Window and Door Furnishings**

- Before work begins in each unit, all window and door furnishings, including plantation shutters, must be taken down. Non-resident owners should inform their managing agent beforehand to arrange for the removal of these furnishings. If an ASQB technician needs to aid in the removal, utmost care will be exercised. However, ASQB assumes no responsibility for any damage that may occur during the removal or re-installation of furnishings.
- In certain cases, existing window dressings may no longer fit the newly installed window/door due to differing sizes or their condition. It is also important that window furnishings are not attached to the new frames as this may void your warranty.
- Existing flyscreens will not fit the new frames, so unless otherwise instructed, existing flyscreens will be removed from site along with the rubbish. Similarly, existing exhaust fans will also be disposed of unless specifically advised otherwise.

e) **Water Pipes & Electrical Conduits**

While it is uncommon for water pipes and electrical conduits to be situated around a window or door opening, it is impossible to ascertain this before drilling holes for fixing points. In rare instances, pipes and conduits may have been rendered over. If a water pipe or electrical conduit is inadvertently struck during installation, the cost of repairing the damage will be borne by the Owners' Corporation.

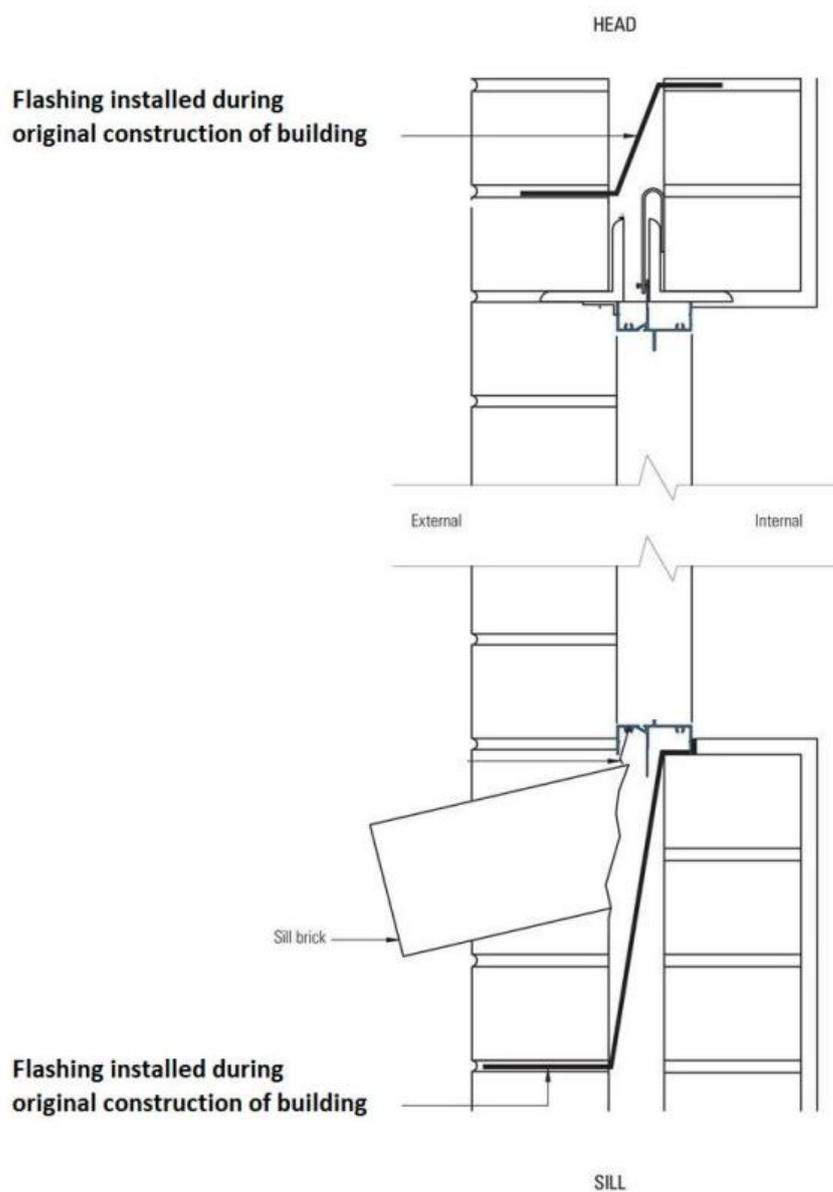
f) **Existing Structural Faults**

Every effort is made to identify any pre-existing structural faults. However, any damage resulting from such existing structural faults during installation, including loose mortar, loose sills, or drummy render, is not covered.

g) **Brick Cavity Flashing**

- The installation of your new replacement windows or doors does not involve cavity flashing. ASQB cannot assess the condition of the existing flashing, and it falls outside our typical scope of work. Our proposal does not include provisions for cavity flashing, and this task would need to be carried out by a bricklayer. Installing new head flashing requires removing several external courses of bricks above the window. Similarly, installing new sill flashing requires the removal of existing brick sills.
- It is also recommended to replace the arch bar when replacing the head flashing.

- A leak from the head of the window typically indicates a problem with cavity flashing. The following diagram indicates typical double brick constructions; however, there are other configurations, such as in many unit buildings where windows are directly fitted to the underside of the concrete slab, resulting in the absence of head flashing. As you can see from the detail below, the setting in of flashing occurs outside of the window installation process. It is recessed into the internal and external brickwork.





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Other Contract Exclusions

- Painting, filling of holes, glass splashbacks, plumbing or electrical work.
- The removal or reinstallation of pelmets or any window furnishings, including shutters, is not included in the scope of work.
- Removal or re-fitting of air conditioners, fans and security grills.
- No structural work, hobs, arch bars, beams or heads are included.
- Repositioning or alterations to window furnishings, i.e. Blinds, Curtains, etc.
- Re-laying of carpet, covering of power lines (Tiger Tails).
- Making good of gardens/ grounds/ paving and drives if damaged by access equipment.

4. Scheduling and Installation Process

Upon agreement, ASQB will work with the client to schedule a suitable time for the window replacement project to commence. ASQB will strive to complete the installation efficiently, keeping disruptions to a minimum. Any unexpected delays will be communicated promptly.

What occupants can expect during the replacement of windows?

All members of the ASQB team exercise an utmost level of respect and care, and maintain a high level of precaution while working.

We recognise that the extent of access needed to complete a window installation can be highly invasive for some occupants. We therefore strive to keep occupant disturbance to a minimum

Considering the aforementioned points, we kindly request occupants to acknowledge that our work may necessitate flexibility, adequate space for operation, and understanding regarding unavoidable mess. On the day of installation, before commencing work, our technicians will lay drop sheets in the immediate work area. However, we appreciate occupants being prepared prior to our arrival.

Occupant Preparation Requirements

The level of preparation varies depending on the method of installation, whether internal or external. Specific preparation requirements will be outlined in the installation notice distributed to all affected occupants. We kindly request that any specific preparation requests be completed before the installation day.



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5. Responsibilities of the Client

Clients are responsible for providing accurate information during the initial consultation, securing any necessary permits for the replacement project, and ensuring access to the installation area. Failure to fulfill these responsibilities may result in additional charges.

6. Payments and Invoicing for Window Replacements

- a) 50% of the total price of the job shall be due and payable by the buyer as a security deposit on acceptance of the quotation. Upon approval ASQB will return a deposit invoice for payment. ***Only once the deposit has been cleared will the windows/doors be ordered/purchased.***
- b) Payment for the balance of the window replacement services will be due upon project completion. Invoices will provide a detailed breakdown of costs, including materials, labour, and any additional services required throughout the replacement process. Payment for services is due within 14 days of receiving your invoice.

Please be advised that all invoices issued by ASQB are made in accordance with the Building and Construction Industry Security of Payment Act 1999 (NSW). This act governs the payment processes within the construction industry to ensure fair and timely payments

7. Warranty and Liability for New Installations

ASQB provides a warranty for the installation work and products supplied. The warranty terms, including duration and coverage, will be communicated to the client in the agreement. It covers defects in workmanship and materials but does not apply to damage caused by misuse, negligence, or other non-compliance.

- a) Our warranty on supplied windows and doors is limited to the manufacturer's conditions. ASQB will not be responsible for any loss, injury or damage as a result of any manufacturing defect in the windows or doors. Full liability remains the responsibility of the manufacturer.
- b) ASQB provides a 12-month warranty on all workmanship. The warranty covers defects in workmanship but does not cover damage caused by misuse, negligence, or natural disasters.
- c) Any existing damage to window/door surrounds, is not the responsibility of ASQB.
- d) ASQB recommends regular maintenance to newly installed windows and doors to ensure longevity.



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ASQB Pty Ltd – Terms of Service for New Windows/Doors and Special Part Orders

Last Updated: [22.02.2024]

1. Acceptance of Terms

By accessing or using the services provided by ASQB Pty Ltd ("ASQB"), including but not limited to the supply of new windows/doors and special parts, you agree to be bound by these Terms of Service. If you do not agree to these terms, please refrain from using our services.

2. Consultation and Product Selection

ASQB offers services for the supply and installation of new windows, doors, and special parts. Clients will receive an initial consultation to discuss their requirements, preferences, and specifications. Our experts will provide guidance on suitable products and options.

3. Proposal and Quote

Following the consultation, ASQB will provide a detailed proposal and quote for the supply and installation of new windows/doors/special parts. The quote will include costs for materials, labour, and any additional services required for a successful installation.

The quoted prices from ASQB are valid for 30 days starting from the date of issuance. After the expiration of this 30-day period, prices are subject to change.

4. Customisation and Special Part Orders

For clients seeking customised solutions or special parts, ASQB will facilitate the ordering process. The specifications, design, and any unique requirements will be documented in the proposal, and the order will be placed with our trusted suppliers.

5. Payment Process for New Windows and Doors, and Special Part Orders

- a) 50% of the total price shall be due and payable by the buyer as a security deposit on acceptance of quotations. Upon approval ASQB will return a deposit invoice for payment.
Only once the deposit has been cleared will the product be ordered/purchased.
- b) The balance will be due and payable (14) days after installation. Invoices will clearly outline the services provided and associated costs.

Please be advised that all invoices issued by ASQB are made in accordance with the Building and Construction Industry Security of Payment Act 1999 (NSW). This act governs the payment processes within the construction industry to ensure fair and timely payments



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6. Cancellation of Orders

- a) If the order is cancelled before production begins, the security deposit will be refunded. ASQB will make best efforts to return the security deposit to the client; however, it is important to note that production timelines are beyond ASQB's control and are ultimately subject to the discretion of the manufacturer.
- b) If the order is cancelled after production has begun the deposit will be forfeited. ASQB will issue a second invoice for the balance cost of the order. (Excluding installation).

7. Changes to Orders

Any changes to the initial order, specifications, or design must be communicated to ASQB promptly. ASQB will make best efforts to accommodate modifications, however changes may impact the project timeline and cost. In some instances, modifications may not be feasible due to the specific stage of production with the manufacturer.

8. Client Responsibilities

Clients are responsible for providing accurate information during the consultation process for the purposes of ordering new windows/doors and special parts. Failure to do so may affect the installation process and impact the project timeline and cost.

9. Warranty and Liability

ASQB's warranty is limited to the manufacturer's conditions. ASQB will not be responsible for any loss, injury or damage as a result of any manufacturing defect in the supplied windows/doors, and special parts. ASQB will facilitate the rectification of any manufacturing defects, however full liability remains the responsibility of the manufacturer.