



SERVICE TERMS AND CONDITIONS
GENERAM TERMS, DILAPIDATION REPORTIN

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 - Dilapidation Reporting 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 dilapidation reporting, 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 Dilapidation Assessment Services

ASQB specialises in providing comprehensive dilapidation assessments for residential and commercial properties. Our services include pre-construction and post-construction assessments to document the condition of structures and identify any pre-existing damage.

3. Initial Consultation and Quote

Clients will receive an initial consultation where our experts will discuss the scope of the dilapidation assessment. ASQB will provide a detailed proposal and quote for the requested dilapidation assessment services. The quote will encompass costs for site visits, documentation, and the preparation of a comprehensive dilapidation report.

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. Site Inspection

Following the inspection,

5. Dilapidation Report Preparation

Upon client approval, ASQB will commence with the preparation of the dilapidation report. A thorough site inspection will be conducted to document the current condition of the windows and/or doors and identify any existing issues.

The final report will include detailed descriptions, photographic evidence, and a thorough analysis of the current state of the windows and/or doors within the property. It serves as a baseline for comparison in the event of future construction or development activities.

6. Scheduling and Report Delivery

ASQB will work with our clients to schedule a convenient time for the dilapidation assessment to take place. ASQB will make every effort to complete the assessment within the agreed-upon timeframe, however unforeseen circumstances may cause delays. In such cases, ASQB will communicate any changes promptly. The dilapidation report will be delivered promptly after the assessment is completed.



7. Client Cooperation and Responsibilities

Clients are responsible for cooperating with ASQB during the assessment process. This includes providing necessary access to the property, sharing relevant information, and addressing any specific concerns related to the dilapidation assessment.

We ask our clients to provide access, or arrange for access to be provided, for the agreed appointment time.

Failure to provide access will result in the unassessed units not being included in the final dilapidation report.

If the client would like ASQB to re-attend site and access the outstanding units, a service call-out fee starting from \$145 will be charged for each re-visit.

What we require from residents prior to dilapidation assessment

Please draw blinds, pull back curtains, and remove flyscreens and other window coverings, prior to the technician's visit, to avoid any damage during the assessment.

Please note that ASQB can only assess windows to which we have access. If access to specific windows is denied or obstructed (e.g. by a washing machine stacked in front of the window or a locked-off section of the unit/premises), the window(s) will not be included in the final dilapidation report.

8. Payments and Invoicing

Payment for dilapidation assessment services is due upon delivery of the final report. Invoices will provide a detailed breakdown of costs, including site visits, documentation, and any additional services required during the assessment process.

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

Payment for services is due within 14 days of invoice issuance. Invoices will clearly outline the services provided and associated costs.

9. Limitations of the Dilapidation Report

The dilapidation report provided by ASQB is based on the visible condition of the property at the time of assessment. It may not identify issues concealed within the structure or below the surface. ASQB is not responsible for issues that arise after the assessment due to construction or other activities.



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Windows that cannot be accessed on the day of assessment will be excluded from the final dilapidation report.

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