



SERVICE TERMS AND CONDITIONS
GENERAL TERMS, WINDOW AND DOOR REPAIRS, WATER INGRESS DISCLAIMER

ASQB Pty Ltd General Terms of Service

Last Updated: [10.04.2025]

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.

Access Equipment Exclusion Clause

This warranty covers workmanship and approved components supplied and installed by ASQB. It ensures the repair or replacement of faulty materials or workmanship within the applicable warranty period, subject to the terms outlined herein.

Please note: This warranty does not include the cost of access equipment or specialised access methods (including but not limited to swing stage, boom lift, rope access, or scaffold) that may be required to undertake warranty-related inspections, servicing, or rectification works.

Where such equipment is required, the associated costs will be assessed and quoted separately. These charges will be payable by the client unless otherwise agreed in writing.

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.



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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

ASQB Pty Ltd Window and Door Repairs 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, 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. Service Overview for Window and Door Repairs

ASQB provides residential window repair services, including diagnostics, repairs, replacements, and maintenance for homeowners. Services are tailored to address issues commonly found in residential and commercial windows.

3. Service Quotes and Estimates for Window and Door Repairs

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. Payments and Invoicing for Window and Door Repairs

Payment for window and door repair services is due upon completion of works. Invoices will provide a detailed breakdown of costs, including materials, labour, and any additional services required. ASQB will only charge for works carried out.



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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. Invoices will clearly outline the services provided and associated costs.

5. Cancellation Policy

At ASQB Pty Ltd, 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:

ASQB reserves the right to charge a cancellation fee equivalent to a portion of the scheduled service cost for appointments cancelled without sufficient notice. Clients are kindly requested to provide at least 48 hours' notice for any appointment cancellations or rescheduling requests.

- a) Cancellations made within 24 hours of the scheduled appointment time will incur a cancellation fee.
- b) 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.
- c) Clients must communicate their cancellation requests promptly by contacting ASQB Pty Ltd via phone or email.

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This warranty covers workmanship and approved components supplied and installed by ASQB. It ensures the repair or replacement of faulty materials or workmanship within the applicable warranty period, subject to the terms outlined herein.

Please note: This warranty does not include the cost of access equipment or specialised access methods (including but not limited to swing stage, boom lift, rope access, or scaffold)



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that may be required to undertake warranty-related inspections, servicing, or rectification works.

Where such equipment is required, the associated costs will be assessed and quoted separately. These charges will be payable by the client unless otherwise agreed in writing.

7. 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 repaired windows and doors.

ASQB Pty Ltd - Water Ingress Issue Resolution – Disclaimer and Conditions of Service

Last Updated: [20.09.2024]

1. Acceptance of Terms

By accessing or using the services provided by ASQB Pty Ltd ("ASQB"), including but not limited to water ingress issue resolution, 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. Conditions of Service

Water ingress issues are treated as a matter of priority. However, we must highlight the following notes and disclaimers:

- a) With best practice standards, ASQB will carry out an assessment and propose the implementation of water ingress solutions that we deem viable.
- b) Our extensive experience and knowledge provide us with confidence in our methods and practices, however, due to limited visibility and access, **ASQB cannot guarantee or warrant the effectiveness of any water ingress solutions and repairs.**
- c) The prevention of water from entering its current location may potentially redirect it to another area of the building. ASQB will not assume responsibility if the redirection of water leads to additional issues.
- d) In certain situations, flyscreens may obstruct access. While we will handle their removal and reinstallation with care, ASQB cannot guarantee that they won't sustain damage in the process. If flyscreens are damaged during water leak repairs, ASQB will not be held responsible for rectifying the damage.
- e) By agreeing to the above terms, the owners agree to pay all invoices pertaining to site visits and repairs, irrespective of the efficacy of the implemented solution.



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If you require a guaranteed solution, please do not engage ASQB to carry out this service. We recommend engaging a remedial engineer who specialises in identifying and resolving water ingress issues. Engaging their services may be more suitable for those seeking a fully guaranteed outcome.