

FAQs: HOW WE WORK WITH YOU

1. Our contract

These FAQs explain how we work with you when you book our services. When we say “we”, “us” or “our”, we mean Install Zone Pty Ltd (ABN 32 676 219 159). When we say “you” or “your”, we mean the homeowner or customer who has accepted the quote. Once you accept our quote, these FAQs and your quote together form a legally binding agreement between us, explaining what’s included, what’s expected, and how we’ll get the job done. The agreement will be governed by the laws of Western Australia.

2. How do I accept your quote?

You can accept our quote by:

- (a) telling us (in writing, over the phone or by email) that you want to go ahead;
- (b) paying the deposit;
- (c) clicking “accept” on our online platform; or
- (d) signing and returning the quote or terms.

3. What’s included in the service?

We’ll always outline the specific work that we’ll do for you in your quote. It might include:

- (a) measuring your space and advising on furniture or layout;
- (b) assembling and installing the products that you have purchased, including anchoring or securing furniture to a wall, if requested or required;
- (c) a basic visual check to make sure everything is complete and undamaged before we start; and
- (d) any extra services we've agreed to in writing.

We bring all the tools and equipment we need and aim to leave the area tidy. We don’t usually remove packaging or old furniture unless this is stated in your quote.

4. What’s not included in the service?

Unless your quote says otherwise, our service doesn’t include removing packaging, old furniture or rubbish, connecting electrical or plumbing parts, moving items between rooms, or patching walls or floors. We also don’t supply or fix missing parts,

or repaint or repair surfaces if something needs to be anchored. If you're unsure whether something is included, just ask us before the job starts.

5. What do you need from me?

To help things go smoothly, please:

- (a) pay on time;
- (b) before we arrive, check that:
 - (i) all product boxes are on site and unopened;
 - (ii) there is no obvious damage and all parts are present;
 - (iii) you have the instruction manuals ready, even if they weren't included in the packaging;
 - (iv) you've chosen the location where you want each item to go;
- (c) make sure the product is ready to install, with all parts and instructions;
- (d) tell us how the product should be secured or anchored;
- (e) if necessary, get any council or building approvals;
- (f) make the work area clear and safe, including keeping pets and children out of the way;
- (g) give us clear access to electricity and water; and
- (h) let us know if you need to cancel or reschedule as early as you can.

If we arrive and can't do the job due to a problem with the product or site, we may charge a call-out fee of up to 10% of the agreed price.

6. What happens if I want to change the job?

Let us know in writing. We'll respond to let you know:

- (a) whether the change is possible;
- (b) any extra cost; and
- (c) any delays or approvals needed.

We'll only go ahead with the changes once you've agreed in writing.

7. Can Install Zone change the job?

If we need to make a change (for example due to unexpected site conditions), we'll explain:

- (a) what's changing;
- (b) why it's needed;
- (c) any extra cost.

Again, we'll only go ahead with your written OK.

8. When do I pay, and how?

Your quote will usually explain the payment schedule and terms. If the quote doesn't say anything about payment, then:

- (a) we invoice fortnightly or at the end of the job;
- (b) payment is due within 3 business days after you receive our invoice;
- (c) we may ask for a deposit or payment upfront for materials; and
- (d) the payment amount will include goods and services tax.

Please pay on time, without deducting any amounts from the payment. Late payments may mean we pause the work and charge interest or recovery fees.

9. What happens if there's a delay?

Delays can happen, especially if:

- (a) you request changes;
- (b) the product isn't ready or has issues;
- (c) we can't access the work area;
- (d) something beyond our control occurs (e.g. weather or supplier delays).

If you give us enough notice, we will try to reallocate our team members to alternative jobs. If we can't reschedule without extra cost, we may charge a 10% rescheduling fee to cover administration, lost time and rebooking.

10. What if there's a problem or damage?

We take care to work safely and carefully, but:

- (a) If we arrive and a part is missing, broken or faulty, we may not be able to complete the job, which we will notify you immediately, following which you will need to deal directly with the product retailer to arrange a replacement;
- (b) we can't guarantee there won't be minor marks or damage (e.g. to nearby walls);
- (c) we're not responsible for faulty products you supply;

(d) we don't accept liability for structural issues or underlying faults; and

(e) our installation is covered by a 4-month warranty unless your quote says otherwise.

You must let us know in writing within 7 days after you find a defect.

11. What are the limits of each of our responsibilities?

We take care to do a good job and follow safety standards. However:

(a) we aren't responsible for problems caused by faulty or missing parts in the product you or another party have supplied;

(b) we're not liable for any hidden issues at your property, like structural damage, uneven surfaces, or unexpected pipe or cable locations;

(c) we don't accept liability for indirect costs or losses (like lost income or time) if something goes wrong.

If something we've done causes damage or loss due to our negligence, we'll either fix the issue or refund part of the job cost—whichever is fair. Our total liability for any costs associated with our services or this agreement is limited to the price you paid for our service.

12. Does Install Zone have insurance?

Yes. We carry public liability and workers compensation insurance. We can provide certificates of currency of our insurance if you ask.

13. 10. What about privacy and photos?

We'll only use your personal information for the job or to recover payment if needed. Unless you let us know not to, we may take photos of our work (without showing you or your home) for our portfolio or marketing.

14. Who owns the finished work?

Once you've paid in full, ownership of any goods or materials we've supplied transfers to you.

15. Can either of us end the contract?

Yes. Either of us can end the agreement by giving written notice to the other person:

(a) if the other breaches the terms and doesn't rectify the breach within 7 days;

(b) if one party becomes insolvent; or

(c) for any reason, with 14 days' notice.

You'll still need to pay for any work or materials already provided or ordered, and any reasonable costs from ending the job early.

16. What happens if there's a disagreement?

If a dispute arises, we'll try to sort it out between us first. If we can't resolve it within 10 days, we'll go to mediation. If that happens, we'll each pay our own costs and share the cost of the mediator.

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(b) We'll each pay our own costs and share the cost of the mediator.

Either of us can still take urgent legal action if needed.

17. Is there anything else I should know?

These FAQs and your quote make up the whole agreement between us. They override anything we might have said or agreed before in conversation, email or text, unless it's also confirmed in writing. If you'd like to make changes later, we both need to agree to those changes in writing.