

General Terms and Conditions

All hirers of Peregrine Air Conditioning are subject to the following terms and conditions.

1. Agreement/Contract

1. In these Terms and Conditions "We" or "Us" or "Our" means Peregrine Air Conditioning and "You" or "Your" means the person who accepts these Terms and Conditions, by using service or services offered by Peregrine Air Conditioning.
2. By using our service or services, you agree to these Terms and Conditions as set out by us which constitutes a legally binding contract between Us and You
3. We the Contractor, along with You the hirer, together with your purchase order or work request and the terms and conditions set out herein constitutes the entire agreement between Us and You.
4. The terms and conditions set out herein cannot be varied unless Peregrine Air Conditioning agrees to modify them in writing.

2. Product Descriptions

Service Call: This involves any booking to do any works on an air conditioning system that is NOT already quoted. It involves a call out fee and hourly rate of charge. Regardless of the outcome of the service call. Service calls include but are not limited to;

- Breakdown diagnosis
- General Service

Quoted Works: This involves any works that are carried out after a written quotation is provided by Us and approved by You with a predetermined price that is NOT negotiable. Quoted works include but are not limited to;

- Repairs to faulty air conditioning systems
- Installation of air conditioning systems
- Supply and installation of air conditioning systems

Free Quotations: A free quotation applies ONLY when You request quotation to;

- Install a new air conditioning system
- Remove an existing and install a new air conditioning system
- Supply and install a new air conditioning system
- Remove an existing and supply and install a new air conditioning system

PLEASE NOTE THAT ANY JOB REQUEST WHERE A DIAGNOSIS AND OR QUOTATION TO REPAIR IS REQUIRED DOES NOT FALL INTO THIS CATEGORY.

Preventative Maintenance: This involves the scheduled periodic inspection of plant in order to minimise running and repair costs. This is entered into via contract only with each premise having a different scope of works.



91 Perouse Ave,
San Remo, NSW, 2262
0401 765 441
admin@peregrineair.com.au
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3. Hours Of Operation

Normal Hours Of Operation: are deemed to be between 0700 and 1500 from Monday to Friday ONLY.

Outside Normal Hours Of Operation: is deemed to be any job that is booked in to be attended outside of the *Normal hours*.

4. Non-Attendance

Should a job be booked in at a time and date agreed by Us and You and You are not in attendance at the agreed upon time a Non-Attendance fee of \$120 will be charged to you.

5. Pricing

All prices shown are exclusive of GST, unless otherwise mentioned.

Call out Fee: A call out fee is placed on any *Service Call* or *Emergency Call Out* ONLY. *Quoted works, Free Quotes* and *Preventative Maintenance* do not incur this fee.

- Call Out Fee:
 - \$90.00 (normal time)
 - \$180.00 (outside normal hours)

Hourly Rate: All time spent on site at ANY job other than one which has had a predetermined price agreed upon by Us and You is subject to an hourly rate of charge. This hourly rate consists of a minimum charge of 1 hour unless otherwise stated, and charged in 30 minute intervals thereafter unless otherwise stated. Hourly rate of charge varies in price depending time of day a job is booked in relation to Our. *Hours Of Operation*.

- Normal Hours:
 - \$90.00/hour for tradesman
 - \$60.00/hour for apprentice, labourer or tradesman assistant
- Outside Normal hours: This rate of charge applies from START to FINISH of the entire job and applies per person REQUIRED on site.
 - \$120.00/hour for the first two hours ONLY
 - \$180.00/hour for ANY and ALL time spent on site after the first two hours

Quoted Prices:

- All quoted prices are agreed upon by both You and Us and are NOT negotiable.
- All quoted works over \$1000.00 inclusive of GST require a 50% deposit before being booked in.

Emergency Call Out: An emergency call out is any *Service Call* placed that needs immediate attention within 24hours where the work will be carried out *Outside Normal Hours Of Operation*. Any Emergency call out incurs a call out fee and minimum charge of 4 hours. *Emergency Call Out* hourly rate applies per person REQUIRED on site

Emergency Call Out Rates:

- Call Out Fee:
 - \$180.00
- Hourly Rate:
 - \$180.00/hour with a minimum 4 hour charge.



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6. Payment Terms

Peregrine Air Conditioning works directly with the party who made initial contact for invoice payment ONLY. Invoices must be paid by You and not referred on to a third party for payment.

All invoices are due for payment by You on the day of the works being carried out unless otherwise stated on the invoice OR a previous arrangement has been agreed upon in writing.

Failure to pay Your invoice by the due date will incur a ten percent late payment fee.

Failure to pay Your invoice by thirty days past due will lead to a letter of demand being issued and lead to further action being taken where your debt will be referred to a collection agency which could lead to;

- Additional costs being incurred
- Court and legal fees being added to your debit
- Your Credit rating being affected

Payments can be made by

- Bank Deposit
- EFT
- Credit Card (via PayPal)
- Cash

7. Waiting Times

Peregrine Air Conditioning prides itself on being a very punctual service and do our best to arrive at all our appointments on time however this cannot always be guaranteed.

We endeavour to reach all our clients in one to five business days. However depending on seasonality this wait can be much longer.

8. Warranty

All Service and installation work done by Peregrine Air Conditioning is covered by a one year/ twelve month warranty from the date on the invoice relating to those works. Should further issues occur that are not related to the works detailed on the invoice a new breakdown *service call* will be logged and the invoice will be payable as a *service call*.

Most manufacturers offer a five year warranty on their appliances however You should check with Your manufacturer. In SOME cases We can carry out the works however this is subject to your manufacturers' terms and conditions

9. Return Policy

We offer cancellation of your job up to seven days prior and offer a full refund of any deposits paid.

Please note we are unable to accept return of any goods that you have already been installed unless they are proven to be faulty from the manufacturer, where the manufactures *Warranty* will apply.

10. Copyright

All written, photographic and media content owned by Peregrine Air Conditioning remains Our intellectual property and is therefore subject to copyright.