



## Terms and Conditions

**That's It Trades Service** is a family-owned business. We provide quotes and complete projects throughout the Cairns Region. We are licensed and insured, with over 15 years of experience in electrical work for residential, industrial, commercial, and mining.

**That's It Trades Service** aims to provide an affordable quote, be on time & ensure the result is a completed, quality project. We offer free, no-obligation quotes, and we hope to assist you with your project.

1. Quotes are valid for fourteen (14) days only. Any quotes beyond fourteen (14) days may need to be re-quoted and emailed to the Client.
2. Variations of quoted prices are possible if further work is required that is not seen or advised to That's It Trades Service at the time of the quote or job, if a job is quoted via email through images provided and not all information is provided to That's It Trades Service to provide an accurate quote, if a product is out of stock or is discontinued or if the quote expires. This rarely occurs, but if it were to happen, any additional costs would be discussed with the Client before the job commences, and a revised quote would be issued.
3. Any issues, concerns, or queries regarding quotes must be advised in writing. Once the quote is accepted, it is confirmed that the Client approves all details and agrees with the Terms and Conditions listed in the quote or writing.
4. Suppose the quote is for supply and installation, and the Client has not provided any information regarding the style, design, shape, colour, or other details. In that case, That's It Trades Service will provide a quote for the supply of a product that's the same or similar to what is being replaced. Suppose the Client accepts the quote and does not clarify the above information, the product they would like, or the materials purchased. In that case, the Client is responsible for the replacement cost of the materials, including any shipping costs. That's It Trades Service recommends that the Client advise us before accepting the quote if they require a specific style, design, shape, colour, or any other information before the materials are ordered.
5. Administration, compliance documents and travel costs are included in the rates quoted. Travel costs are calculated per kilometre, in accordance with the Australian Taxation Office guidelines.
6. A rubbish removal fee will be added to the quote if the removal of materials from the job is required and you do not wish to dispose of them yourself. Please let us know if you need rubbish removal so that we can include this cost in the quote. That's It Trades Service is classified as a commercial business, and its rates are based on the Cairns Regional Council's waste fees.
7. If a Client requests a job to be completed in writing via email, text, or other written form or verbally, without requesting a quote, costs, Terms and Conditions, or any additional information relevant to the job, the Client accepts full responsibility and will accept all fees and details outlined in the invoice and the Terms and Conditions. That's It Trades Service recommends that all Clients request a written quote before the commencement of any work.
8. Valid Seniors, Carers and Disability cardholders receive a 10% discount on labour costs only. Please let us know if you hold one of these cards. Due to changing prices, discounts cannot be applied to materials.
9. If a Client accepts a quote, it is understood they also accept the Terms and Conditions. The job/s will be booked at a suitable time and date. It is the Client's responsibility to advise in writing if the date and time suit or do not suit. If no correspondence is received, it is taken as the job no longer requires completion.

10. For some jobs, payment for materials, excluding those classified as consumables, will be required when the job is confirmed and before the commencement of the job. Once payment is made for materials, excluding those classified as consumables, if the Client cancels a confirmed job, we will refund the deposit minus a 20% fee. If That's It Trades Service cancels the job, we will refund the Client the entire deposit.

11. If a job is partially completed and more dates need to be re-booked for various reasons, as discussed with the Client, the invoice for the completed jobs will need to be paid.

12. Once the job is completed, the invoice will be emailed to the Client, and payment will be made via direct deposit to the That's It Trades Service business account within three (3) days of the invoice being emailed. If the invoice is not paid within ten (10) days, interest will commence accruing at a rate of 10% of the total invoice amount each week it remains unpaid. The interest amount will be added to the invoice, and a new invoice will be issued via email each week, reflecting the new invoice amount if this occurs. If you are unable to pay the invoice, please contact us to arrange a payment plan.

13. Invoice payment reminders are sent via email:

I. One (1) day before the due date.

II. Five (5) days after the due date.

III. Ten (10) days after the due date.

IV. Twenty (20) days after the due date.

V. Twenty-five (25) days after the due date.

If three (3) months pass and the invoice/s are not paid, or a payment plan is not arranged, a debt collection agency will be contacted to collect the payment. The Client is responsible for keeping their email details and phone number current.

14. Any invoice issues must be discussed in writing within two (2) days of the invoice being emailed, noting that the quote and any variations that occur, if any, have been agreed upon before the issue of the invoice or, in the instance that the invoice was issued per the written or verbal instructions from the Client, without requesting a quote.

15. That's It Trades Service will confirm all quotes, jobs, invoices or any other questions in writing via email or text.

16. A Client must advise in writing via email or text if they are:

i. Unavailable on the date and time provided/confirmed.

ii. Need to change the date and time provided/confirmed.

iii. No longer require our services.

iv. Any other reason, so we do not unnecessarily arrive at the quote/job.

We can arrange an alternative suitable date and time to provide a quote or complete the job.

17. In the instance, That's It Trades Service arrives at a job that has been booked and confirmed in writing, and the Client is not present or has not confirmed in writing that they are unavailable, no longer require our services, need to change the date and time provided/confirmed or any other reason for us not to arrive, we will charge and invoice our hourly rate and travel costs. However, this rate will not be charged in matters beyond the Client's control.

18. In the event of illness, wet weather, extreme weather events, or any other circumstances that may be considered unsafe, That's It Trades Service will contact the Client and advise them of a change in date for their quote/job.

19. Photographs and videos may be taken of jobs that That's It Trades Service has completed, which we will use to showcase on our social media and website. Photographs of people will not be taken. Please let us know if you do not allow us to photograph our completed jobs.

20. Warranty only applies to new materials purchased and installed by That's It Trades Service per the Manufacturer's warranty. Warranty coverage does not apply to materials that are already installed or to materials that have been installed by another individual or business. Should the Client purchase the materials for installation and require a warranty claim, it is the Client's responsibility to contact the Manufacturer to obtain the warranty details and to make a warranty claim.

21. Please don't hesitate to contact That's It Trades Service if you have any questions about your quote or invoice upon receipt, or regarding the completed works. We will address any questions or concerns as soon as possible. Thank you for your support.