

Osborne Plumbing & Gas Limited – T/A Laser Plumbing Grey Lynn

Terms & Conditions of Trade (10.4.18)

1. Costs and Charges

For plumbing, roofing, drainage, gasfitting and maintenance jobs our minimum charge is \$124+GST.

There is a **minimum charge** of one hour for any job where our tradesmen have turned up onsite.

After the first hour minimum charge, time is charged in **15-minute increments** and part thereof at a rate of \$22.25+GST per 15-minute increment. Equates to \$89 +GST per hour equivalent.

The time calculated **includes time to fill out job notes** as part of job while onsite.

Travel to site is additional to time spent onsite. 15 minutes of travel is charged for every job respective of where the plumber is travelling from e.g. if job takes 45 minutes there is no additional charges. Over 1 hour there will be an additional charge of 15 min charge of \$22.25+GST.

Our minimum charge **DOES NOT INCLUDE**; materials, rubbish removal, electrical work, building work or GST. Unless specifically included and written into a quotation.

Subsequent hours or additional staff are charged at \$89+GST.

Gas certificates will be issued upon invoice payment being received.

2. Normal Hours of Business

Normal business hours are 8am to 4:30pm Monday to Friday (excluding public holidays).

3. After Hours Charges

After hours' rates apply for any job attended after 4.30pm weekdays and on Saturday or Sunday or outside of normal working hours.

The **minimum charge** for any job, plumbing, gas fitting, drain laying or roofing after hours is \$200+GST and this includes the first hour of labour and includes the vehicle charge.

This minimum charge **DOES NOT INCLUDE**; materials, rubbish removal, electrical work, building work or GST. Unless specifically included and written into a quotation.

After the first hour minimum charge, time is charged in 15-minute segments or part thereof at a rate of \$32.50+GST per segment or part thereof. This equates to \$130+GST per hour equivalent.

4. Public Holiday Rates

Public Holiday rates apply for any job attended on a New Zealand Public Holiday.

The minimum charge for any job, plumbing, gas fitting, drain laying or roofing after hours is \$490+GST and this includes the first hour of labour and includes the vehicle charge.

This minimum charge **DOES NOT INCLUDE**; materials, rubbish removal, electrical work, building work or GST. Unless specifically included and written into a quotation.

After the first hour minimum charge, time is charged in 15-minute segments or part thereof at a rate of \$40+GST per segment or part thereof. This equates to \$160+GST per hour equivalent.

5. Backflow Testing

A backflow test certificate for one backflow preventer is \$150+GST inclusive of one-hour labour and includes vehicle charge, test and test certificate upon invoice payment.

6. Standard Drain Unblock/Hydroblast

A flat rate of \$180+GST applies. This rate includes one hour of labour and includes vehicle charge.

7. CCTV Drain Inspection

A flat rate of \$220+GST applies. This rate includes one hour of labour and includes vehicle charge.

8. Collecting Materials

Time is chargeable for collecting materials for jobs. If tradesman is required to leave the site to collect further materials for a job, then all time is chargeable from the time we leave the site until we return.

9. Material Charges

Materials are charged per job at the suppliers recommended retail rate.

10. Payment Terms

Invoices to be **paid within seven days** unless prior arrangement has been made.

Payment can be made by cash upon completion of the job (call the office), cheque, direct debit and by credit card. Credit cards attract a fee of 3% that can be paid at time of invoice or over the phone. This cost reflects the credit card companies' charges to us.

For larger jobs a deposit will be required to cover the cost of materials.

Progress payments will be required for medium to larger jobs that take longer than several days to complete.

11. Quoted Work

If a quote is required, we provide written quotes by email. A quote is our reasonable estimation of the costs for a job and once provided in writing is binding between the parties. This means if the job costs more with no extra work required then we are bound to the price but it also means that if a job is less work than expected then the customer is bound to pay the quoted price.

If any extra work is required or requested after the quote is accepted which is not on the quote, then we will communicate with the customer and this extra work will be on a charge up basis and treated as a variation to the quote contract.

Quotes over \$2000+GST will require a 30% deposit to be paid before work commences.

Quotes valid for 30 days.

Quotes do not include: building work, electrical, hardware, unforeseen issues or any items not noted in the quotation.

13. Overdue Payments

Any disputes or queries about invoices must be raised within 7 days of the invoice date.

Late payments and invoices past the 7 day due date will have a finance charge rate applied to it.

The finance rate for overdue invoices is currently 20%pa. This amount will be automatically added to overdue accounts.

All goods supplied by Osborne Plumbing & Gas Limited (The Company) remain the property of The Company and we reserve the right to collect the goods if the invoice is not paid in full within 30 days of invoice.

Any and all debt collection costs will be passed to the customer for overdue debts. The debt collection costs are currently around 25% of the invoice amount but the actual amount may vary and will be added to the invoice as part of the collection fees.

14. Disputes

Any disputes for workmanship, pricing, refunds or a possible overcharge need to be directed to the office on 09 376 1635 (press 3).

15. Cancellations

Any time a plumber or gas fitter is booked, and the plumber is despatched to job or is on site, a minimum charge will apply whether any work is completed on site.

We can reschedule work for free but will charge if multiple plumbers (from another company) are ordered by the client for the same job.

16. Warranties

Workmanship: 12 months

Parts and materials: honour manufacturer's warranty for any product **that the company supplied and installed.**