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SafeHome Building Solutions (SHBS) – Terms and Conditions of Trade

Effective Date: 12.07.2025

1. Scope of Work

Work will be completed as described in the SHBS quote accepted by the client. Pricing is based on visible site conditions and client-provided information. If actual site conditions differ or variations are requested by the client, SHBS may issue a revised quote or apply variation charges.

Where measurements are provided by an occupational therapist or third party, these are used for quoting purposes only. SHBS will conduct its own site measurements prior to custom item installation.

2. Materials and Finishes

- All materials supplied by SHBS will be new and suitable for purpose unless otherwise agreed.
- Grab rails and modular rails are generally 32mm in diameter unless specified otherwise.
- Banister rail is normally 35 mm in diameter for galvanised steel and 38 mm for stainless steel.
- Paint and powder-coated finishes may vary slightly due to batch or lighting differences.
- Where a client does not specify a finish or style, SHBS will proceed with a standard or suitable option. Subsequent changes may incur additional charges.
- SHBS will make reasonable efforts to match existing finishes, but exact matches are not guaranteed.

3. Installation Conditions and Liability

- All care will be taken, however no responsibility is accepted for any breakage or damage to tiles, bricks, concrete, or similar surfaces when installing fixtures.
- Clients are encouraged to provide spare tiles or wall finishes for repair.
- SHBS is not responsible for the exposure of hidden services, glue, or structural issues uncovered during installation.
- SHBS is not liable for any damage arising from pre-existing conditions such as loose tiles, weak plaster, poor adhesive, or faulty plumbing.

4. Access and Site Preparation

- Clients must ensure safe and clear access to the site on the agreed date.
- Access to water, electricity, and toilet facilities must be available.
- If the site is not ready or no one is present at the agreed time, a return call-out fee will apply.
- A standard call-out fee of \$126 plus GST applies. Additional charges may apply for locations beyond standard metropolitan areas.
- Properties must be safe and hygienic; unsafe or hazardous conditions may result in cancellation and further fees.

5. Variations and Site Conditions

- All variations must be confirmed in writing and may affect pricing or completion time.
- SHBS reserves the right to requote where site conditions differ significantly from initial assessments.
- Administrative fees may apply to variation processing.
- SHBS will only accept variation requests approved by the responsible provider (e.g. OT, plan manager). Client-initiated changes onsite must be authorised through the correct channel.

6. Asbestos Disclaimer

- Unless otherwise stated, quotes assume no asbestos is present.

- If asbestos is discovered or suspected, work will stop immediately. Removal is not included in the quote and must be completed by a licensed contractor. Return attendance and delays may incur further charges.

7. Electrical Compliance

- SHBS assumes existing electrical infrastructure complies with Australian Standards (AS/NZS 3000).

- If upgrades to the switchboard or installation of safety switches are required, these will be quoted as variations.

- We encourage sending through a photo of the switchboard for electrical work so that we can check whether the switchboard needs upgrading.

8. Warranties

- SHBS provides a 12-month workmanship warranty.

- Structural work is warranted for 6 years per Victorian building regulations.

- Manufacturer warranties apply to supplied materials.

- No warranty is offered on reused items or client-supplied materials.

- Misuse, poor maintenance, or unauthorised alterations void warranties.

- Defects must be reported in writing within 7 days of discovery. SHBS will rectify valid issues within 28 days.

9. Payment Terms

Unless otherwise agreed:

- 5% deposit on acceptance of quote

- 30% at start of works

- 45% progress payment (e.g. at waterproofing stage)

- 20% balance on completion

Payment is due within 14 days of invoice, unless otherwise agreed. Late payments may incur interest or recovery costs.

For concrete works: 10% deposit, 50% on preparation, 40% on pour day.

10. Cancellation and Delays

- Cancellation within 5 business days of the scheduled start may result in forfeiture of deposit and charges for preparatory costs.
- Cancellation within 48 hours of scheduled visit may incur a standard call-out fee of \$126 plus GST. Further location-based surcharges may apply.
- If works are cancelled due to client change of mind, provider withdrawal, or unsafe conditions onsite, SHBS may charge for time, materials, and labour incurred to date.
- Refunds for partially completed works will be processed within 10 business days upon receiving written request and payment details.
- SHBS is not liable for delays caused by weather, client inaction, third-party hold-ups, or events beyond its control.

11. Insurance and Licensing

- SHBS holds current Public & Products Liability Insurance and Domestic Building Insurance (where required for works exceeding \$16,000 incl. GST).

12. Photos and Documentation

- SHBS may take photos and videos for quality assurance and internal documentation. Photos will not be shared without written consent from the client.

13. Additional Terms – Concrete and Custom Works

- The client must notify SHBS of underground utilities. SHBS is not responsible for damage to unmarked services.
- No allowance is made for concealed items like rock, reinforced concrete, or structural faults. Variations may apply.
- Concrete finishes may vary. Minor cracks or inconsistencies are not considered defects.
- Sealing is not included unless specified; clients are responsible for curing and sealing post-pour.
- For custom items, SHBS will conduct its own site measurements. OT-supplied measurements are for quoting only.

14. Governing Law

These terms are governed by the laws of Victoria, Australia. Statutory warranties under the Domestic Building Contracts Act 1995 apply.

15. Agreement Acknowledgement

By accepting the quote or allowing work to proceed, the client agrees to these Terms and Conditions. A current version is available at www.shbs.com.au/terms