

## Terms & Conditions for Carrier Heat Pump Supply and Install and Measure and Quote Service

Bunnings agrees to supply the Carrier Heat Pump Supply and Install Service and Measure and Quote Service (together, our **Services**) on the basis of the following terms and conditions:

### **Quotes and Estimates (if applicable to the offer)**

If we give you a quote, it may be withdrawn or altered at any time by us until you submit an order and payment has been received. Your quote is based on the information you provide and/or your product selection. You must ensure to give us correct information to quote on. The price may change depending on the site or if you change your requirements. Our quotation/estimate is valid for 30 days. This quote/estimate will supersede all previous quotes/estimates.

### **Our Responsibilities**

Our Services come with consumer protection warranties implied by law. The product may also come with a warranty from the manufacturer. To the extent permitted by law, all other warranties are excluded. Where we (or our contractors) are unable to provide you with an estimated property inspection and/or installation date, we will do everything to ensure that the works start as soon as reasonably possible. We are not liable for any delay. Estimated property inspection/installation dates are estimates only and subject to change. To the extent permitted by law, we limit our liability to re-supplying the product and performance of installation work, or refunding your payment, at our election. To the extent permitted by law, we exclude liability for indirect or consequential loss.

### **Your Responsibilities**

You must ensure that the product and the installation services are suitable for your purpose and your site. We are not liable if you decide to proceed against the advice and/or recommendations provided to you following a property inspection. Any information you provide will be relied on by us. You will be liable for any additional costs incurred if your representations are incorrect. You must ensure that the site is accessible, clear and safe for our subcontractor to install the product. You must ensure that you have all necessary approvals, permits and licences required for any of the Services to be undertaken. You must give us all relevant information about the site beforehand. You must provide our contractor with access to amenities, electricity, water, light and gas as required. You confirm that you are the homeowner or that you have authority from the homeowner for the works to be conducted. You must be at home during the installation/assembly, unless prior arrangements have been made with our contractor. If you have a complaint after installation, you must allow us access to your site to inspect. If you fail to perform your obligations or if anything you agree to under this contract is not correct or breached, then you must indemnify Bunnings for all costs, expenses and liabilities which we incur as a result, except to the extent that the failure or breach is directly attributable to the negligence or wrongful act or omission or wilful misconduct of Bunnings.

### **Payment**

Full payment is required in advance in store. The charges for the Measure and Quote Service are redeemable off any subsequent purchase (within 30 days) of the Carrier Heat Pump Supply and Install service provided by Bunnings. Otherwise, the charges for the Measure and Quote Service are not refundable. If our contractor cannot access the site, you may be charged a callout fee. If you want to cancel before the property inspection or installation, we will try to assist but you may be required to cover our costs. No refund is available on custom made or special-order products or services.

### **Privacy**

We require you to provide certain personal information, such as your name, address and contact details, before we can supply the Services to you. We collect and manage your personal information in accordance with our Privacy Policy. Our Privacy Policy can be found at <https://www.bunnings.co.nz/privacy-policy>. By providing your personal information to us, you consent to our Privacy Policy, including to us providing your personal information to third parties, if required to provide our Services. If you have any questions, email us at [privacy@bunnings.com.au](mailto:privacy@bunnings.com.au)

### **Termination**

If you provide incorrect information to Bunnings regarding the product and installation, Bunnings may terminate this contract at its discretion.

## Additional Terms and Conditions for Carrier Heat Pump Supply & Installation and Measure and Quote Service

### **Your Responsibilities**

There must be a safe and suitable area for the installation to take place and you must provide safe access for our contractor.

### **Included in the Carrier Heat Pump Supply and Install Service:**

- Initial property inspection to confirm site and product is suitable
- Single level back-to-back installation of your selected Carrier Heat Pump (being a wall mounted indoor unit with an outdoor unit positioned directly below and opposite on a single storey dwelling).
- Delivery and installation by a licensed, professional installer
- Up to 3 metres of pipework & ducting (concealed by PVC) – (additional charges apply for extra pipework)
- Up to 10 meters of electrical cabling (additional charges apply for extra cabling)
- Outdoor unit placed on existing hard level surface i.e. concrete, timber or pavers
- Installation on weatherboard or timber clad homes only
- Miniature Circuit Breaker (if required) and waterproof isolation switch
- Electrical Compliance Certificate issued on completion
- Travel up to 35km from your participating store (please consult a Bunnings team member for a list of participating stores). Additional distance travelled from your chosen participating store will be charged at a fee of \$1.73 per kilometre.
- 7-year manufacturer's warranty. Please refer to the manufacturer's warranty for the product warranty information

### **Exclusions from the Carrier Heat Pump Supply and Install Service:**

- Installations in commercial locations, apartment buildings and body corporates
- Any work to electrical Switch Boards or Switch Board upgrades.
- Decommission and disposal of old air conditioning units.
- Site clearance, preparation and scaffolding (ground preparation is available at an additional cost)
- Drilling through concrete or brick (available at additional cost).
- Disposal of old unit (available at additional cost)
- Onsite Measure and Quote (available at additional cost)
- Installation and setup of WIFI Adaptors (available at an additional cost)
- Installation of a condensate pump (if required). Available at an additional cost
- Wall or mounting bracket (if required). Available at an additional cost
- Non-standard installations will incur additional charges (as advised by our contractor)
- Trunking for internal cabling (available at an additional cost)
- Application of any product protection to either the internal or external unit

### **Included in the Measure and Quote Service:**

- Measure and quote on any residential property (up to two storeys high)
- Customer will be provided with a quote based on Bunnings' current product and pricing structure and the recommended product size required for the space.
- Travel up to 35km from your participating store (please consult a Bunnings team member for a list of participating stores). Additional distance travelled from your chosen participating store will be charged at a fee of \$1.73 per kilometre.

### **Exclusions from the Measure and Quote Service:**

- Measure and quote of commercial locations and body corporates

If additional charges apply (as noted above), you will be advised before any installation works proceed. These are payable to Bunnings.

If you have further questions, contact your local Bunnings store and our friendly team can assist.

You agree that these terms and conditions apply to the exclusion of all others even if exchanged later

**If you have any further questions, contact your local Bunnings store and our friendly team can assist.**

Signed by Customer \_\_\_\_\_

Date   /  /