

Bunnings agrees to supply the product and installation/assembly services on following basis.

#### Quotes & Estimates

- If we give you a quote, it may be withdrawn or altered at any time until you submit an order.
- You must give us correct information to quote on. The price may change depending on the site or if you change your requirements.
- Quotes are estimates only and are valid for 30 days. Orders are subject to Bunnings' acceptance.

#### Our Responsibilities

- Our product and installation/assembly services come with consumer protection warranties implied by law (see [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)). The product may also come with a warranty from the manufacturer. All other warranties are excluded except for domestic building warranties prescribed in relevant legislation and warranties from the product's manufacturer).
- Bunnings guarantees to make good any defects in the installation/assembly work, at our cost, provided we are notified of the defect in writing within a reasonable time.
- Where we are unable to provide you with an estimated installation/assembly date, we will do everything to ensure that the works start as soon as reasonably possible. We are not liable for any delay. We deliver/install during normal working hours on weekdays. Weekend installation/assemblies are by mutual agreement.
- Unless specified on the order form, we do not remove old products on the site before or after installation/assembly.
- To the extent permitted by law, we limit our liability to re-supplying the product and installation/assembly, or refunding your payment, at our election.
- To the extent permitted by law, we exclude liability for negligence and for indirect or consequential loss. Repair facilities for the goods may not be available in future.
- We guarantee that contracted building works will be performed with reasonable care, with materials suitable for the job. If works are performed at home, it will be reasonably suitable for occupation when the work is complete.

#### Your Responsibilities

- You must ensure that the product and the installation/assembly services are suitable for your purpose and your site. We are not liable if they are unsuitable.
- 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 confirm that your site is not subject to heritage requirements and that you have any necessary permits for the installation/assembly works which we will be doing.
- If the installation/assembly is to take place in a shared property, (unit block, townhouses etc.) you must ensure you have the relevant approval from the body corporate.
- You must ensure that the site is accessible and safe for our subcontractor to install the product.
- You must give us all relevant information about the site beforehand. You must provide our installer with access to amenities, electricity, water, light and gas as required.
- You confirm that you are the home owner or that you have authority from the home owner for the works to be conducted. You must be at home during the installation/assembly process.
- If you have a complaint after installation/assembly, 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.

#### Payment

- Full payment is required in advance of installation/assembly services being provided.
- If our contractor cannot access the site, you may be charged a callout fee of up to \$120 inclusive of GST.
- If you want to cancel before the installation/assembly, we will try to assist but you may be required to cover our costs. Except as otherwise set out in these terms, no refund is available on custom made or special order products or services that are cancelled prior to installation.
- Title in the product passes to you on the earlier of installation/assembly or when you pay us in full.
- We will honour any agreement to vary the contract when it is provided in writing and signed by each party to this contract.
- You and Bunnings agree that the progress payment provisions in section 40 of the *Domestic Building Contracts Act 1995* (VIC) or its equivalent provision under legislation applying in the State in which the works are to be performed, do not apply to this contract.

#### Termination

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

#### Licensing

- In some states, Bunnings is required to maintain a licence for certain installation offers. Our licence details are: QLD Licence - BSA 1191280 / NSW Licence - 186807C / SA Licence - BLD 248065. Installation providers maintain a separate licence relevant to the trade installation

#### Cooling-off Period

- After providing a team member with full payment, you have five business days within which you can cancel the installation

#### Additional Doors Terms and Conditions

#### Your Responsibilities

- You must purchase and take the Door, hinges and door furniture home with you in readiness for installation
- Delivery can be arranged at time of order in store with a team member, charges apply.
- You must supply a weather strip and viewer to the installer if you would like these fitted on the day
- You must supply new hinges to the installer. Reuse of old hinges is not recommended

#### Standard Inclusions

- The installation price covers:
  - Single doors 2040mm high and 820mm wide or less only
  - Installation of door furniture and most complex locks
  - Installation of weather strip
  - Installation of viewing hole

#### Non- Standard Inclusion

- The installation price covers
  - Single doors up to 2340mm high and 920mm wide
  - Installation of door furniture and most complex locks
  - Installation of weather strip
  - Installation of viewing hole

#### Exclusions

- The standard price does not include the installation of:
  - Double doors
  - Sliding doors
  - Rebated doors
  - Security doors
  - Selected screen doors
  - Electronic mortice locks cannot be installed
  - Extra works to door frame

#### Additional Charges

The installation package price is not inclusive of all pricing variables and other variations that may occur during installation. If additional charges apply, you will be advised before any installation works proceed.

- A door frame in poor conditions can incur extra costs. The installer can plane the door up to 5mm, to account for minor frame defects, at no extra cost. If doors need to be altered further than 5mm then the installation cannot proceed
- Extra km charge applies (\$1.10 per km return trip) if the property where the door is being installed is further than 35km from a Bunnings store.
- A call out fee will apply if installation cannot be completed due to the requirements as set out in these terms and conditions not being fulfilled

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

#### Privacy

- Bunnings collects your personal information here to allow us to supply you with goods or services. We will not use or disclose your personal information for any other purpose. We will usually disclose it to our installations services provider if applicable. Our Privacy Policy can be found at <http://www.bunnings.com.au/privacy-statement>. You can also email us at [privacy@bunnings.com.au](mailto:privacy@bunnings.com.au).