

Suttons Installation Solutions PTY LTD
Trading as **Twoshade** Shutters and Blinds
ABN: 57 6313 43112

Terms and Conditions:

1. All materials, parts, equipment and systems supplied and or installed remain the property of Twoshade Shutters and Blinds until full payment is made.
2. A 50% deposit is required upon acceptance of any quote and or service. A legally binding contract with the customer will only arise once Twoshade Shutters and Blinds has received this deposit. 3. As our products are custom made, the manufacturing process will begin after a set period of 24 hours of the deposit being received by Twoshade Shutters and Blinds. You are only able to cancel or change your order by contacting us the next business day (Monday to Friday) from transferring your deposit.
4. If cancellation of the order is required within the 24-hour period of payment of the deposit, monies will be credited to the customer's bank account or credit card within 7 days of notification. Refunded monies may take a few days to show in your account after an electronic transfer. We cannot be held responsible for interbank transfer delays.
5. Final balance payments must be made within 3 days of acceptance of installation, unless otherwise stated on the invoice. If full payment has not been made within the allocated time frame a 5% per week interest rate will be charged as well as an \$88.00 weekly admin fee until full payment has been made, unless other terms have been agreed to by Twoshade Shutters and Blinds management.
6. Full unrestricted access is to be made available to Twoshade Shutters and Blinds to the area where the works are to be completed. We hold the right to postpone the job or to request reimbursement for lost time if an area is made inaccessible.
7. All permits and permission from Council, Landlords, Body Corporate, Heritage Commission or any similar governing body are the responsibility of the client to obtain. Twoshade Shutters and Blinds holds no responsibility for work carried out that does not meet the requirements of other parties.
8. Any damage or loss of materials, parts, equipment or systems stolen or otherwise remains the liability of the client after delivery to site, whether the item has been installed, is in storage or is in the process of being installed unless a representative of Twoshade Shutters and Blinds causes the damage.

9. Power, water and amenities are to be provided by the client at a reasonable distance from point of work. Twoshade Shutters and Blinds require a 240volt power feed no more than 25 meters from point of work.
10. Twoshade Shutter and Blinds, if turned away or unable to access the area to be worked in, for any reason is not liable to return to complete work at a later date. Client may also be charged for work completed or full price of job if a substantial amount of work is completed. For an extra charge the client may request Twoshade Shutters and Blinds returns at a more convenient time.
11. Twoshade Shutters and Blinds do not hold any liability for any damage or loss of property or life due to misuse, tampering or alteration of any item Twoshade Shutters and Blinds supplies or installs.
12. Twoshade Shutters and Blinds hold the right to stop completely or postpone work if any unsafe or dangerous situations are discovered while work is being undertaken on client's property. Client may be liable for costs incurred for works completed at time of stoppage, client may also be liable for costs to rectify problem and any additional labour costs.
13. Twoshade Shutters and Blinds have the right to postpone and rebook work if rain or weather does not permit work to be completed in a safe manner at no cost to the customer. 14. Twoshade Shutters and Blinds hold no liability for any failure or delay to deliver products caused by any event or circumstance beyond our reasonable control including, without limitation, third party default, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident.
14. Where required, It is the responsibility of the owner to arrange any electrical or subcontract work at their own cost, unless otherwise stated on the quote.