

## **Terms of Engagement**

### **Timeframes**

Craig Surveyors Pty Ltd will require a **min of five (5) working days** to prepare "SET OUT" jobs starting from the following day after receiving construction plans by 3:00pm via email. All other requested surveys must be booked in with a **min of three (3) working days** prior to being required onsite. Craig Surveyors will advise a date, or we will advise if not possible and a future date will be provided.

All plans and reports will be provided from Craig Surveyors Pty Ltd within two (2) working days of completing field work.

Craig Surveyors Pty Ltd will always commit to agreed timeframes but we will not be responsible for delays if work cannot be completed due to workers physical health problems, mechanical breakdowns, software failure or any other issues for example but not limited to, public health orders, inclement weather & extreme weather events.

### **Working Hours**

Our current working hours are: -

Monday to Friday 8:30am-4:30pm

You may receive email correspondence outside of these hours.

### **Work Health & Safety (WH&S)**

Craig Surveyors will undertake a site safety risk analysis when attending a workplace and notify client/site supervisor if deemed unsafe. It is the client's responsibility to identify all risks and present the workplace as a safe place. Site re-visit fee will apply if required.

### **Cancellation Fees & Hourly Rates**

Extra survey from items mentioned above or site re-visits will be charged at \$190+gst per hr.

Site re-visit fee of \$350+gst per visit.

To cancel survey post acceptance of quotation a cancellation fee of \$350+gst will be charged.

To cancel survey after field work has commenced, a prorated fee will be charged.

### **Credit Terms & Conditions**

Tax invoice will be provided upon completion of survey with immediate payment required unless a prior arrangement has been approved.

CAD files (DWG) and digital data will not be released unless all outstanding fees have been paid.

Outstanding invoices at 30 days will be charged a late fee of 5% of outstanding amount.

Outstanding invoices greater than 50 days will be collected by a debt collecting agency. Seven (7) days' notice will be provided prior. A fee of 25% of the outstanding amount will be invoiced upon the engagement of a debt collecting agent.