

## Extract from Clemente Capdevila Pty Ltd Terms & Conditions

### **2. POWER LOSS HELP LINE**

2.1 Power Loss Help Line is provided by CLEMENTE CAPDEVILA PTY LTD ABN32629657233 ELECTRICAL CONTRACTING NUMBER 92185

2.2 Ninety percent of issues are resolved in the first 20 minutes.

2.3 Fees are billed at \$65.00 including GST from 1 minute to 20 minutes, 21 minutes to 40 minutes is billed at an extra \$55.00 and 41 minutes and over is free.

2.4 At 15 minutes of timed billing the timer will be stopped for a summary and recommendation if further time is recommended.

2.5 The solution to restore power may involve the services of an electrician to attend the property.

2.6 Payment timer commences only when the customer is asked the question to proceed with billed services.

2.7 The customer must approve for billed services to commence.

2.8 The customer is required to accept billed services for suggestions, recommendations, solutions, professional opinions and directions.

2.9 Cancelation of the services without a fee can be made up to the agreement for services to be billed.

2.10 To receive the Power Loss Help Line services a registration form must be submitted.

2.11 A text message is sent prior to the call made by the electrician.

2.12 An invoice will be sent for the service provided with the balance due for immediate payment.

2.13 Payments made by credit card may incur a fee of 1.4%, electronic bank transfer have no fees attached.

2.14 Late fees of \$200 per week are applicable for accounts over 7 days due.

2.15 Payments are to be as per contract agreements.

2.16 Accepting the services of Power Loss Help Line binds the user to these terms and conditions and the full Clemente Capdevila Pty Ltd Terms & Conditions.

#### **2.17 Normal Operational Times 7am to 5pm.**

2.18 Outside of operational times Monday to Friday between 5:01pm and 9pm will incur a 15% surcharge added to the normal operating billed costs.

2.19 Operational times on Saturday from 7am to 5pm will incur a 20% surcharge added to the normal operating billed costs.

2.20 Operational times on Sunday from 9 am to 5pm will incur a 30% surcharge added to the normal operating billed costs.

2.21 No call times will be available outside of the operational times listed from Monday to Sunday.

### **3. FINANCE, LATE FEES AND TERMS OF SALE**

3.1 Finance is provided by SSG Partners Pty Ltd T/as motorlend, credit representative 518857 with Australian Credit Licence 389328 on behalf of CLEMENTE CAPDEVILA PTY LTD.

3.2 Payments made by credit card will incur a fee of 1.4%, electronic bank transfer have no fees attached.

3.3 Late fees of \$200 per week are applicable for accounts over 7 days due.

3.4 Payments are to be as per contract agreements.

End of document