

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 Cancellation 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.

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