

Terms & Conditions

Effective Date: [18/10/25]

1. Introduction

Welcome to Holloway Kitchens & Bathrooms. These Terms & Conditions govern all services provided by us to our clients. By accepting a quote, signing a contract, or making a payment to us, you agree to be bound by these Terms.

2. Scope of Work

- All work will be carried out as per the approved plans, specifications, and quote.
 - Any changes or variations to the agreed scope must be confirmed in writing and may result in additional charges and extended project timelines.
 - We reserve the right to refuse changes that compromise quality, safety, or legal compliance.
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3. Quotations & Pricing

- All quotes are valid for 30 days from the date of issue unless stated otherwise.
 - Quotes are based on the information provided at the time of assessment. Any unforeseen site conditions may affect the final price.
 - Prices include labour, standard materials, and waste disposal unless otherwise stated.
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4. Payments & Deposits

- A non-refundable **deposit** is required to secure your project and schedule the work. This will be stated in all estimates.
 - Progress payments will be made according to the agreed payment schedule (e.g., deposit, mid-way, and final payment).
 - Final payment is due upon practical completion of the project.
 - Late payments may incur interest charges of **10%** per week and may result in work being paused until payment is received.
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5. Project Timeline

- We will provide an estimated start and completion date, but these are subject to change due to weather, material availability, subcontractor schedules, or unforeseen circumstances.
 - We are not liable for delays outside of our reasonable control.
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6. Access & Site Conditions

- The Client must ensure clear access to the site and provide necessary utilities (e.g., electricity, water) for the duration of the project.
 - The work area must be free of personal belongings and hazards.
 - We reserve the right to charge for additional time or costs caused by restricted access or unsafe site conditions.
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7. Client Responsibilities

- Obtain necessary permits, approvals, and strata/body corporate consents (unless otherwise agreed in writing).
 - Make timely decisions and approvals to avoid project delays.
 - Maintain clear communication with us throughout the project.
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8. Warranties & Quality Assurance

- All workmanship is covered by a 6 months workmanship warranty from the date of completion.
 - Manufacturer warranties apply to materials, fixtures, and fittings as per their terms.
 - The warranty is void if work is modified by another contractor or if damage is caused by misuse, neglect, or lack of maintenance.
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9. Variations & Additional Work

- Any additional work requested that is outside the original scope will be quoted separately.
 - No variation will be carried out without your written approval.
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10. Cancellations & Refunds

- Cancellations made **within 14 days** of the scheduled start date may result in forfeiture of the deposit.
 - We reserve the right to cancel the contract if you fail to make payments, breach these Terms, or if site conditions are unsafe.
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11. Liability & Insurance

- We carry full public liability insurance and workers' compensation insurance.
 - We are not responsible for pre-existing structural issues, hidden defects, or damage caused by third parties.
 - Our liability is limited to the value of the contract and does not cover indirect or consequential losses.
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12. Health & Safety

- All work is carried out in compliance with applicable workplace health and safety laws.
 - Clients and occupants must not interfere with work areas or equipment during construction.
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13. Dispute Resolution

- Any disputes should first be raised in writing so both parties can attempt to resolve the issue in good faith.
 - If unresolved, the matter may be referred to mediation or handled in accordance with applicable building and consumer laws.
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14. Amendments

We may update these Terms from time to time. The version in effect at the time of contract signing will apply to your project.

Holloway Kitchens & Bathrooms

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