

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 **20% deposit** is required to secure your project and schedule the work.
 - 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.

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.

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.

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.

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.

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.

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