

Terms & Conditions

1. General

These Terms and Conditions ("T&Cs") apply to all services provided by JJB Liquid Waste Solutions Pty Ltd (ABN: 58 689 859 336) ("JJB", "we", "our", or "us") to any customer ("you", "your").

By booking or accepting a service, you agree to these T&Cs.

2. Services

JJB provides liquid waste collection, transport, and disposal services, including but not limited to septic tank pump-outs, aerated wastewater treatment system servicing, portable toilet waste removal, and stormwater or runoff removal.

All services are carried out in accordance with EPA regulations, local council guidelines, and our Hunter Water discharge agreements (where applicable).

3. Pricing & Payment

- All quotes are provided based on information supplied by the client prior to the job

Pricing may vary on-site if conditions differ from those advised.

- Any additional costs (for example, access issues, excess sludge, or multiple tanks) will be quoted before proceeding.

Payment is due upon completion of service unless otherwise agreed in writing.

- Accepted payment methods include cash, bank transfer (preferred) EFT, or card (fees may apply).
 - Unpaid invoices may incur late fees and recovery costs.
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4. Access & Property Conditions

It is your responsibility to ensure safe, clear, and reasonable access to all tanks, pits, or treatment systems at the scheduled time.

Please ensure:

- Tanks are not obstructed by vehicles, landscaping, or debris.
- Covers and lids are visible, accessible, and safe to open.
- Any pets are secured for safety.

If JJB attends site and is unable to access or complete the job due to:

- Tree roots, blockages, buried lids, or unsafe conditions; or
 - Incorrect information provided about tank location or condition, a **call-out fee of \$150** will apply to cover travel and time on site.
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5. Blockages, Tree Roots & Unexpected Conditions

If during service we discover blockages, tree root intrusion, or tank defects that prevent completion, we will:

- Advise you immediately;
- Provide an **on-site quote** for remedial work or additional time required;
- Only proceed with approval;
- Require **payment before we leave site** if additional work is accepted.

JJB reserves the right to refuse work that cannot be safely completed or falls outside our licensed scope.

6. Waste Acceptance & Disposal

We only transport and dispose of **approved waste types**, including domestic effluent, septic waste, and portable toilet waste.

Any undeclared or misrepresented waste that results in additional costs, cleaning, or regulatory breaches will be invoiced to the client.

7. Cancellations & Rescheduling

- Cancellations within **24 hours** of a scheduled booking may incur a **\$100 cancellation fee**.
 - Rescheduling is free with at least 24 hours' notice.
 - If we arrive on site and the work cannot proceed for reasons outside our control, a **call-out fee** will apply (see Section 4).
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8. Liability

While JJB takes every precaution to prevent damage, we are **not liable** for:

- Pre-existing damage to tanks, pipes, or property;
- Issues caused by faulty installation, system design, or neglect;
- Damage resulting from overfull or structurally compromised systems;
- Odour, staining, or minor ground disturbance during normal operations.

You agree to indemnify JJB against any claims, costs, or damages arising from false information provided, unsafe site conditions, or misuse of your wastewater system.

9. Emergencies

JJB offers emergency call-outs where possible.

After-hours rates apply and will be quoted prior to dispatch.

10. Environmental Responsibility

We dispose of all collected waste at **EPA-approved facilities** in compliance with all regulatory requirements.

We do not accept or dispose of unapproved waste streams.

11. Privacy

Your personal and property details are collected solely for the purpose of providing service and maintaining records.

We do not share, sell, or disclose information without consent, except as required by law.

12. Governing Law

These Terms and Conditions are governed by the laws of **New South Wales, Australia**. Any disputes will be handled within the jurisdiction of NSW courts.