

Objectives and Background

1. United Building Group WA is committed to providing the best service in a timely manner. We aim to accommodate your needs.
2. Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.
3. We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

Cancellation Process

1. We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us to fill that appointment slot.
2. You may cancel by contacting us by:
 - a) phone; or
 - b) email.
3. We require a minimum of 5 days' notice for cancellation. Please inform us by 5 days prior to your scheduled appointment to notify us of any changes or cancellations.
4. All references to cancellation of appointments in this clause are also a reference to rescheduling of appointments.

Applicable Fees

The following fees apply if you have cancelled your booking without the minimum notice or contact method:

- a) All costs of materials, resources and any other associated costs that have been incurred.
- b) Any restocking, mobilising/demobilising, delivery/return and logistics costs.
- c) 10% of contract value.
- d) Any third-party costs that have been passed onto United Building Group.

Agreement

By accepting our quotation, you have read, understood, and consented to this Cancellation Policy. By accepting, you understand that you are holding a spot, and you may be charged a cancellation fee if an appointment is cancelled without providing at least notice or if the appointment is missed.

Questions

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to admin@unitedbuild.com.au.