



# CANCELLATION POLICY

UNITED BUILDING GROUP WA (UBG)

Building tomorrow together.

# CANCELLATION POLICY



## Cancellation Policy

At **United Building Group WA**, we understand that circumstances can change, and we strive to be flexible while ensuring that our services are managed efficiently. Our **Cancellation Policy** outlines the procedures and charges associated with cancelling or rescheduling a project after a quotation has been accepted or work has commenced.

### 1. Cancellation Before Work Commencement:

- If the **Client** decides to cancel the project before work has begun, they must provide **written notice** to United Building Group at least **5 days** in advance of the agreed start date.
- If cancellation occurs within **5 days** of the scheduled start date, a **cancellation fee** of **5%** of the total quoted amount will be charged to cover administrative costs and any resources that may have been allocated to the project.

#### Example:

- If the cancellation is made **within 48 hours** of the agreed start date, the cancellation fee will be **25%** of the total project cost.

### 2. Cancellation After Work Commencement:

- If work has already begun and the Client decides to cancel the project, the **Client** will be responsible for paying for all work completed up to the point of cancellation, including the cost of materials and labour.
- In addition, a **cancellation fee** may apply, which will depend on the level of work completed and the resources allocated. This fee will be assessed based on the project's progress at the time of cancellation and will be clearly outlined in the final invoice.
- The cancellation fee is generally **50%** of the remaining project cost.

#### Example:

- If work has progressed by **50%**, and the Client cancels the project, the Client will pay for the completed work, plus a cancellation fee of **50% of the remaining balance**.

### 3. Rescheduling:

- If the Client wishes to reschedule the project for any reason, the Client must provide at least **5 days'** notice before the scheduled start date.
- If the rescheduling request is made within **3 days** of the scheduled start date, a **rescheduling fee** of **5%** of the total project cost will apply to cover administrative and scheduling costs.
- Rescheduling is subject to availability. If rescheduling is not possible due to prior commitments or resource allocation, the project will be considered cancelled, and the cancellation terms will apply.

#### Example:

- If rescheduling is requested within **72 hours** of the start date, a **\$100** rescheduling fee will apply.

### 4. No-Show or Failure to Provide Access:

- If the **Client** fails to provide access to the property on the agreed start date (or any agreed rescheduled date), and no prior notice of cancellation or delay is given, the **Client** will be charged a **no-show fee** of **\$250.00**.

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- If this occurs on a day when resources have been allocated, the Client may also be charged for any costs incurred by the Contractor, including labour and equipment charges.

## Example:

- If the Client fails to provide access on the scheduled start date, a **\$250 no-show fee** will be charged, and the project may be rescheduled based on availability.

## 5. Force Majeure (Unforeseeable Circumstances):

- In the event of unforeseen circumstances such as severe weather, natural disasters, or other emergencies, either party may request to cancel or reschedule the work without penalty. Such events will be evaluated on a case-by-case basis.
- The Contractor will notify the Client as soon as possible in the event of a **force majeure** and will work with the Client to reschedule or adjust the terms without charging cancellation or rescheduling fees.

## 6. Refunds:

- If a payment has already been made, and cancellation occurs before the work begins, the Client will be entitled to a **full refund** of any deposits paid, minus the cancellation fee if applicable.
- If the cancellation occurs after work has commenced, any refundable amount will be adjusted based on the percentage of work completed, and the Client will receive a **partial refund** after the final invoice is issued, reflecting the payments already made for completed services and materials.

## 7. Communication and Notice of Cancellation:

- All cancellations or rescheduling requests must be submitted **in writing** via email to **admin@unitedbuild.com.au** or with their relevant point of contact.
- For the cancellation or rescheduling to be considered valid, the Contractor must receive confirmation of the Client's request.

## 8. Payment for Work Completed:

- If the cancellation occurs after work has commenced, the Client agrees to pay for any materials purchased, as well as all labour costs incurred up to the point of cancellation. A final invoice will be issued that reflects the work completed.