



Terms and Conditions

1. INTRODUCTION

These Terms & Conditions (“Terms”) apply to all services provided by GJ Property Maintenance (“we”, “us”, “our”) to the client (“you”, “your”).

By accepting a quote, booking a job, or allowing work to commence, you agree to be bound by these Terms.

2. SERVICES

We provide general handyman and property maintenance services including (but not limited to):

- General repairs and maintenance
- Property improvements and minor renovations
- Pre-sale and rental property works
- Basic carpentry, patching, painting, installation

We reserve the right to:

- Refuse any job outside our capability or licensing
- Decline unsafe or non-compliant work
- Stop work if site conditions pose a risk

3. QUOTATIONS

- Quotes are valid for 14 days unless stated otherwise
- Quotes are based on visible and disclosed conditions at time of quoting
- Quotes may be subject to change if:
 - Hidden damage is discovered
 - Site conditions differ from what was described
 - Access is restricted

Estimates vs Quotes:

Estimates are indicative only and not fixed pricing.

4. VARIATIONS & ADDITIONAL WORK

Any work outside the agreed scope will be treated as a variation.

Variations:

- Must be approved (verbal or written) before proceeding
- Will be charged at an agreed or hourly rate
- May impact completion time

Urgent safety-related work may be completed without prior approval if necessary.

5. PRICING & CHARGES

Charges may include:

- Labour (hourly or fixed)
- Materials
- Call-out fees
- Travel fees (if applicable)
- Waste disposal costs

Minimum service charges apply.

6. PAYMENT TERMS

- Payment is due upon completion unless otherwise agreed in writing
- Deposits may be required for larger jobs
- Progress payments may apply for ongoing work

Failure to pay may result in:

- Late payment fees
- Debt recovery action
- Suspension of future services

You agree to cover any reasonable recovery costs incurred.

7. LATE PAYMENTS

Late payments may incur:

- Interest charges
- Administration fees
- We reserve the right to refer unpaid invoices to a debt collection agency.

8. ACCESS TO SITE

You must ensure:

- Safe, unobstructed access
- Adequate working space
- Utilities (power, water) available if required
- Pets are secured
- If access is not available:
- A call-out fee may still apply
- Delays and rescheduling charges may occur

9. CLIENT RESPONSIBILITIES

You are responsible for:

- Providing accurate job details
- Informing us of hazards (asbestos, electrical issues, structural damage etc.)
- Obtaining approvals (body corporate, landlord, council if required)
- Failure to disclose relevant information may:
- Increase costs
- Delay completion
- Void workmanship guarantees

10. MATERIALS

- Materials may be supplied by us or the client
- We are not responsible for defects in client-supplied materials
- Material costs are subject to supplier pricing and availability
- Delays in material supply are outside our control.

11. WORKMANSHIP GUARANTEE

We guarantee our workmanship for a reasonable period.

- This does not cover:
- Wear and tear
- Lack of maintenance
- Misuse or accidental damage
- Pre-existing faults
- Temporary or "patch" repairs requested by client



12. LIMITATION OF LIABILITY

To the maximum extent permitted by law:

- Our liability is limited to the value of the services provided
- We are not liable for indirect, incidental, or consequential loss

We are not responsible for:

- Hidden structural defects
- Pre-existing damage
- Damage caused by third parties
- Environmental factors

13. INSURANCE

We maintain appropriate insurance coverage.

However, you remain responsible for:

- Insuring your property and belongings
- Securing valuables prior to work

14. SUBCONTRACTORS

We may engage subcontractors for certain work.

- While we aim to use reliable trades:
- We are not liable for delays beyond our control
- Specialist work may carry separate warranties

15. DAMAGE & PRE-EXISTING CONDITIONS

We are not responsible for:

- Existing cracks, weaknesses, or structural faults
- Damage that occurs due to underlying issues

Some work (e.g. patching, demolition, drilling) may:

- Reveal further damage
- Require additional work at extra cost

16. CANCELLATIONS & RESCHEDULING

- Minimum 24 hours notice required
- Late cancellations may incur a fee
- No-shows may be charged full call-out fee

We may reschedule due to:

- Weather
- Safety concerns
- Unforeseen circumstances

17. DELAYS

We are not liable for delays caused by:

- Weather conditions
- Supplier or material delays
- Site access issues
- Client changes

18. SAFETY

We reserve the right to:

- Stop work if unsafe conditions are present
- Refuse work that breaches safety standards
- Unsafe environments may result in additional charges or termination of services.

19. CLEAN-UP & WASTE

- Basic clean-up is included
- Full site cleaning or rubbish removal may incur additional fees
- Disposal costs may apply

20. REAL ESTATE & COMMERCIAL WORK

For property managers and agents:

- Payment responsibility lies with the engaging party
- Access must be arranged prior
- Tenanted properties must be safe and accessible

21. WARRANTIES & EXCLUSIONS

We do not guarantee:

- Exact colour matches (paint, materials)
- Longevity of temporary fixes
- Performance of existing structures or installations



22. FORCE MAJEURE

We are not liable for failure or delay due to events beyond our control including:

- Natural disasters
- Government restrictions
- Supply chain disruptions

23. TERMINATION

We may terminate services if:

- Payment terms are breached
- Site is unsafe
- Client behaves abusively or unreasonably
- All completed work must still be paid for.

24. DISPUTE RESOLUTION

- Both parties agree to attempt resolution in good faith
- If unresolved, mediation may be pursued before legal action

25. GOVERNING LAW

These Terms are governed by the laws of Queensland, Australia.

26. PRIVACY

We respect your privacy and will not share your information except where required to deliver services or by law.

27. ACCEPTANCE OF TERMS

By engaging GJ Property Maintenance, you confirm that:

- You have read and understood these Terms
- You agree to be bound by them

28. CONTACT DETAILS

GJ Property Maintenance
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gjpropertymaintenance.com.au



*GJ Property
Maintenance*