

Our Mission

At PR&D, our mission is to redefine spaces through innovative renovations and developments, creating homes and environments that inspire and elevate living. We are committed to delivering unparalleled quality, exceeding expectations, and leaving a lasting mark on every project we undertake.

Our Purpose:

PR&D is dedicated to breathing new life into properties, crafting spaces that resonate with individuality and sophistication. Our purpose is to enrich lives by transforming properties into homes and developments into landmarks, setting the standard for excellence in the industry.

1. *Expert Craftsmanship:* With our team of skilled professionals, PR&D guarantees superior craftsmanship, ensuring each project is a masterpiece of precision and attention to detail.
2. *Innovative Solutions:* We thrive on innovation, employing cutting-edge techniques and materials to bring forth solutions that elevate the aesthetic and functional aspects of every space.
3. *End-to-End Excellence:* From design to completion, PR&D offers a seamless, end-to-end service, managing every aspect of your project with dedication and expertise.

Our Values:

1. **Quality First:** We are unwavering in our commitment to delivering the highest quality in every project, ensuring durability, functionality, and aesthetics converge seamlessly.
2. **Integrity in Action:** Our work is rooted in transparency and integrity. We build trust through honest communication, fair dealings, and ethical practices.
3. **Innovate and Elevate:** We embrace innovation as a cornerstone of our approach. Every project is an opportunity to push boundaries, offering our clients fresh and forward-thinking solutions.
4. **Client-Centric Focus:** Our clients are at the heart of everything we do. We listen, understand, and exceed expectations, forging long-lasting relationships built on trust and satisfaction.

Our Valued Clientele:

Welcome to PR&D, where we embrace a vision beyond the ordinary. We draw in clients who share our passion for more than just renovations and developments—those who yearn for a profound transformation, a holistic experience, and a genuine relationship with a brand committed to excellence and innovation. At PR&D, we aspire to be more than just a choice; we aspire to be the unrivalled preference for quality-driven clients. From construction to management, we promise a transformative experience in every aspect of property renovations and developments.

Our Guide to a Smooth Renovation Experience

Here's a quick and easy guide to how we work together from start to finish.

1. Getting Started

- **Say Hello:** Reach out to us with your dream idea!
- **Meet & Greet:** We'll have a friendly chat at your home to understand your needs and check out your property.
- **Your Plan, Our Promise:** We'll prepare a detailed plan which includes everything - from tiles to taps, costs, and how long it will take.

2. Making it Official

- **Your Approval:** If you're happy with the proposal, just give us the thumbs up by making a deposit.
- **Scheduling Magic:** We'll set a date to start and aim for a finish line.

3. The Transformation Begins

- **Regular Updates:** You'll hear from us regularly. We'll keep you in the loop about how your project is shaping up.
- **Quality Assurance:** We always double-check our work, ensuring everything's just right.

4. Want a Little Extra?

- **Easy Tweaks:** Want to change something mid-way? No problem! Just let us know.
- **Variation request:** We'll whip up a document also known as a variation request that outlines the new stuff, the changes in cost, and any extra time we might need.
- **Your Green Light:** Give us the go-ahead on the variation, and we'll make it happen.

5. The Reveal

- **Final Walkthrough:** We'll consistently tour your project together, ensuring it's completed to your satisfaction.
- **Finishing Touches:** We wrap up our work and make sure every tile and taps perfect.

6. Our Ongoing Support

- **Warranty & Care:** We'll hand over all the warranty details to you on completion.
- **Just a Call Away:** Any questions post-renovation? We're here for you.

Remember, We're a Team! Your ideas, our expertise. Let's create a space that's uniquely yours.

Terms & Conditions for Property Renovations & Developments Pty Ltd

Here's a guide to our Terms & Conditions (T&C's) which outline how we work together.

1. *Accepting These Terms:*

- **Understanding the Agreement:** By choosing our services, you acknowledge that you understand and agree to these terms.
- **Representing an Organisation:** If you're hiring us for a company, these terms apply to the company as well.

1.1 *Key Definitions:*

- **Cancellation Date:** The day either you or we decide to stop our services.
- **Claim:** Any issues, cases, penalties, or liabilities.
- **Commencement Date:** The day we start our project for you.
- **Company Personnel:** Our team members assigned to your project.
- **Completion Date:** The day we complete our work.
- **Customer:** That's you, or if you're representing a company, then the company.
- **Deposit:** Your initial payment, as detailed in section 4.
- **Facilities:** The places and utilities we use to complete our work.
- **Fees:** The total price for our services.
- **GST Law:** The legal rules about Goods and Services Tax.
- **Intellectual Property:** Things like trademarks and copyrights.
- **Losses:** Any financial damages or costs.
- **Parties:** This means both PR&D and you, our customer.
- **Specification:** Our detailed plan and cost estimate for your project.
- **Related Body Corporate:** As defined in the Corporations Act 2001.
- **Remainder:** The balance of your payment outstanding, as explained in section 4.
- **Scope Of Works:** The specific work we agree to do for you.
- **Variation Requests:** Any modifications to the original scope of works, agreed upon in writing.

2. *Job Management:*

- **What We Do for You:** PR&D will carry out the works for you once you pay the agreed fees.
- **Where and When:** We'll do the job at a time and place specified, and all parties agree to. Of course, this also depends on our team's availability.
- **Who Does the Work:** PR&D picks the best people from our team to work on your job.
- **Starting the Job:** We'll start working after you pay the initial deposit, check out clause 4 about payments.

3. Location

- **Where We Work:** We'll choose the best location to do the job, based on what you need.

4. Fees

4.1 Your Payment

- **What You Pay:** You agree to pay us for our services as described.
- **How You Pay:** You pay us as explained in this section unless we agreed on something different.
- **Breakdown of Payments:**
 - **Deposit:** An initial amount stated in your quote and detailed in the terms.
 - **The Remainder:** The rest of the payment stated in your invoice and outstanding.
- **Paying the Deposit:** You need to pay the deposit when you hire us and at least 7 days before we start.
- **Cancellation Policy:** If you cancel within 7 days of when we're supposed to start, we reserve the right to keep the deposit.
- **Paying the Remainder:** When payments are requested, or you receive a progress payment request, you will be required to pay the requested amount within 7 days of the request being made, or within 7 days after getting our invoice. If the invoice is received late, you are still required to pay within 7 days of receiving it.
- **GST:** Our fees don't include GST, so we'll add that on top.

4.2 Payment Details

- **Invoices:** We'll send you a tax invoice according to GST laws.
- **Quotes Validity:** Our quotes are good for 30 days from the quote date.
- **Deposit Decisions:** We decide how much deposit you need to pay before we start.
- **Late Payment:** If you don't pay on time, we keep ownership of all materials, products, equipment and labour until you pay outstanding balances. PR&D reserves the right to halt all works until payments are made.

4.3 Changing Fees

- **Why Fees Might Change:** If we have extra costs because of something you do or because of unexpected and unforeseen issues, we might need to change our fees to rectify any given situation.
- **Letting You Know:** We'll tell you about any fee changes and we won't go ahead unless you agree to proceed in writing.
- **How We Calculate Extra Costs:** when making a variation, you'll receive a variation request, PR&D reserve the right to add additional fees to cover our costs of applying any variation request.

4.4 Late Payments

- **Interest on Late Payments:** If you don't pay on time, we charge 2% interest per year above the Australian Reserve Bank's rate, calculated daily.
- **Debt Collection:** If you're late paying or do not pay, we reserve the right to use a collection agency, you'll have to cover all the costs involved in collecting the debts.

4.5 Your Responsibilities

- **Working with Us:** We request support with what we need, and ensuring our people are able to complete the works efficiently.
- **Facilities:** You must provide the facilities we need. If you don't, and it costs us more, you'll need to cover accompanied fees. See the section about changing fees.
- **Delays Cost More:** If you're slow in giving us what we need, when we need it, it may cost more and delay the job. Again, you'll need to cover these extra associated costs if required.

4.6 Using Subcontractors

- **Subcontractors:** We can use other people to do some or all the work.
- **Our Responsibility:** We hold them accountable and responsible for their work.
- **Quality of Work:** They'll work to the same high standards we agree upon.

4.7 Warranties and Liability

- **Our Promise:** We promise to do our work with care and skill.
- **Workmanship:** We provide at a minimum, 7-year guarantee on all workmanship undertaken from completion.
- **Fixing Mistakes:** If we mess up or don't follow these terms, and you tell us within 7 days, we'll redo the part we got wrong.

4.8 No Employment Relationship

- **Just to be Clear:** Hiring us doesn't make us your employees or partners. We're an independent contractor.

5. Completion and Compliance

- **No Guarantees on Results or Timelines:** We don't promise that you'll achieve all your goals or finish by a specific date due to using our services.
- **No Promise on Legal Compliance:** We can't guarantee that every single document or information we provide will meet all specific and laws or regulations.

5.1 Limitations and Responsibilities

- **Limited Liability:** We're not responsible for any harm or loss you suffer related to these terms and conditions.
- **Indemnity:** You need to cover any losses or damages that arise from information or facilities you provide, or from your use of our services.
- **Product Warranties:** We guarantee our work quality for seven years after completion. For product issues, contact the product suppliers directly.
- **PR&D's Limited Authority:** We won't make any contracts or financial commitments on your behalf without your prior approval.
- **Ongoing Obligations:** Our responsibilities to you continue even if these terms and conditions end or the services are completed.

5.2 Cancellation

- **Breach of Terms:** Either of us can cancel the services if the other breaks these terms and doesn't fix the issue within seven days after being notified.
- **Specific Circumstances for PR&D to Cancel:** We can cancel services in certain serious situations like your bankruptcy or if unforeseen difficulties make it unreasonable or impossible for us to provide the services.
- **No Refunds on Cancellation:** If services are cancelled, you won't get a refund for any fees already paid.
- **Fees Due on Cancellation:** If services are cancelled, you must pay for any work done up until the cancellation date.

5.3 Intellectual Property

- **Ownership of Work:** We own any original work we create and the intellectual property in it.

5.4 General Terms

- **Force Majeure:** Neither of us is responsible for delays nor failures caused by things beyond our reasonable control.
- **Changes to Terms:** Any changes to these terms must be agreed upon in writing by both parties.
- **No Unstated Promises:** We both agree that we're not relying on any promises or statements that aren't written in these terms.
- **Waiving Rights:** Not enforcing or delaying enforcement of our rights under these terms doesn't mean we give up those rights.

5.5 Severance

- **Invalid Provisions:** If a court finds part of these terms' illegal or unenforceable, we'll remove or change that part as needed. This doesn't affect the rest of the terms.

5.6 Notices

- **Writing Required:** Any notices or communications must be in writing to be valid.

5.7 Law and Jurisdiction

- **Legal Actions:** Any legal issues will be handled in the courts of Victoria, Australia.

5.8 Change in Circumstances

- **Notify Us of Changes:** If you change ownership or any of your details like your name, you need to tell us in writing at least seven days before the change.

We look forward to working with you!