

## Queensland Power & Electrical Services

### TERMS AND CONDITIONS:

#### Payment Terms and Conditions

1. Booking confirmation - 40% deposit required to confirm job booking. Please reference the Quote# "xxx" in the transfer.

BSB: 034-059 Account: 574557

2. Payment Due Date: Full payment required onsite upon completion of the job, unless otherwise agreed in writing between QPES and the client.

3. Late Payment: In the event that payment is not received by the due date, QPES reserves the right to charge interest on the unpaid balance at a rate of 2% per month until the outstanding amount is paid in full.

4. Payment Methods: QPES accepts payment by direct deposit, credit card, and bank card. Payment details will be provided on the invoice. Fees of 1.85% plus 30c apply for card.

5. Retention: For projects with a value of \$10,000 or more, QPES reserves the right to retain a percentage of the total amount due as retention for a period of 90 days after final completion of the project, unless otherwise agreed in writing between QPES and the client.

6. Disputed Invoices: If a client disputes a particular invoice, they must notify QPES in writing within 7 days of the invoice date. QPES will investigate the dispute and respond in writing within 14 days. If the dispute is found to be valid, QPES will issue a credit note or refund for the disputed amount.

7. Cancellation Policy: If a project is cancelled by the client after work has commenced, QPES reserves the right to charge the client for any work completed up to that point, as well as any costs incurred as a result of the cancellation.

8. Termination: QPES reserves the right to terminate a project or contract if the client breaches any of the terms and conditions or fails to pay outstanding invoices by the due date. In such cases, QPES will retain any payments made up to that point and may seek additional compensation for any losses or damages incurred.

9. GST: All prices quoted by QPES are exclusive of GST unless otherwise specified.

10. Asset Ownership: Until full payment upon completion, or partial payment for works completed to date is made, all materials installed remain the property of QPES and as such we retain the right to have these returned/reclaimed to/by QPES should the remaining invoice amount be voided at our discretion. 7 days after payment is due, QPES reserves the right to remove access remotely to any network systems that have been installed and have not been paid for in full.

By accepting a quote or engaging QPES to provide services, the client agrees to these payment terms and conditions, which are deemed reasonable in accordance with Australian law.