PAGE Tradie Plumbing & Gas Experts
QBCC: 15559043
ABN: 24 691 857 815
Phone: 0447 655 396
Email: info@pagetradie.com.au
Web: pagetradie.com.au

TERMS AND CONDITIONS OF TRADE

PAGE Tradie Pty Ltd T/A PAGE Tradie Plumbing & Gas Experts
QBCC Licence No: 15559043 | **ABN:** 24 691 857 815 | **Effective:** 20 November 2026

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1. Definitions & Acceptance

- **"The Supplier"**, "we" and "us" refer to PAGE Tradie Pty Ltd.
- **"The Client"** and "you" refer to the person or entity requesting goods or services.
- **Acceptance:** By approving a quote, booking a job, or instructing the Supplier by email, phone, text or in person to carry out works, the Client accepts these Terms and Conditions. A copy is provided with our quotes and is available on request.

2. Upfront Pricing & Payments

- **Pricing Model:** We provide upfront, transparent pricing. Wherever possible, work is performed on a **Fixed Price** or **Package Rate** basis.
- **Standard Rates:** Standard rates apply Monday to Friday, 7am to 5pm. Investigative work or maintenance not covered by a fixed price is billed according to our **Standard Rate Schedule**, which is available on request.
- **Diagnosis Visit:** Where a fault must be found before it can be priced, a **$99 (inc GST) diagnosis visit** applies Monday to Friday, 7am to 5pm, covering the first 30 minutes on site. Further investigation is charged at $165 per hour (inc GST) in 15-minute blocks, and we will check with you before going past the first 30 minutes. If you approve the repair within 3 days, the $99 is credited against the repair invoice.
- **After-Hours Rates:** Work in the evenings, on weekends, on public holidays or in an emergency is charged at after-hours rates, which we will tell you before attending.
- **Payment Terms:** Payment is due **immediately upon completion** for all residential and emergency works. For commercial or agency clients, terms are as specified on the invoice.
- **Payment Processing:** Payments by credit or debit card incur no surcharge.
- **Unpaid Accounts:** We reserve the right to halt ongoing works if an account is in arrears. Accounts unpaid after 20 days will incur a $25.00 weekly late fee, plus reasonable costs of debt recovery.

3. Cancellations & Access

- **Notice:** We require 24 hours' notice to reschedule or cancel.
- **Fees:** A **$95.00 fee** applies if we attend the property and cannot gain access, or if the job is cancelled upon arrival.

4. Specialist Drainage & CCTV Services

- **Diagnostic Limitations:** CCTV inspections provide a high-definition view of the pipe interior; however, pipe condition can be obscured by water levels or heavy debris.

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- **Drain Blockages:** The presence of plant or tree roots generally indicates damaged pipes. Clearing a blockage does not constitute a permanent fix, and no warranty is provided against future root ingress unless a structural repair is completed.

5. Quotations, Exclusions & Variations

- **Validity:** Quotes are valid for 30 days.
- **Exclusions:** Unless explicitly stated in writing, our quotations do not include items hidden from view (underground, in wall cavities or ceiling spaces), hard digging (e.g. clay, rock or concrete), reinstatement of surfaces (painting, patching, concrete or landscaping), or removal of rubbish from the site.
- **Variations:** Any extra work, including work arising from hidden conditions, is priced and approved by you before it is carried out.
- **Customer-Supplied Parts:** We will install parts you supply only if they are WaterMark certified and suitable for the installation. Warranty on those parts is with your supplier, and return visits caused by a faulty customer-supplied part are charged at standard rates.
- **Larger Residential Work:** Residential building work valued over $3,300 is carried out under a separate written contract as required by the Queensland Building and Construction Commission Act 1991.

6. Ownership & Risk

- **Title:** All goods and materials remain the property of the Supplier until the invoice is paid in full. If an invoice is unpaid, we may recover the goods with your agreement or through the appropriate legal process.
- **Risk:** Risk of loss or damage to materials passes to the Client upon delivery to the job site.

7. Warranty & Consumer Guarantees

- **Workmanship:** We provide a **10-year workmanship warranty**. If something goes wrong because of how we installed or repaired it, we will return and fix it at no charge.
- **Parts:** Parts we supply carry the manufacturer's warranty, and we will handle any claim on your behalf. Parts that wear out with normal use, such as washers, cartridges and valves, are not covered once the manufacturer's warranty ends.
- **Exclusions:** The workmanship warranty does not cover damage, misuse, alterations or repairs by others, blockages caused by foreign objects, root ingress (see clause 4), or parts supplied by you.
- **Making a Claim:** Contact us on 0447 655 396 or info@pagetradie.com.au with your invoice details and a description or photo of the problem. We will arrange to inspect and, where covered, repair at no cost to you.
- **Liability:** To the extent permitted by law, we are not liable for indirect or consequential loss. Nothing in these terms excludes, restricts or modifies your rights under the Australian Consumer Law.

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- **Australian Consumer Law:** Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to cancel your service contract with us, and to a refund for the unused portion or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

8. Privacy & Photos

- **Privacy:** We collect personal information to quote, carry out and invoice your job and to send service reminders. We share it only with the service providers who help us run the business (job management, accounting and payment systems), with regulators where required (for example, QBCC compliance notices), or where required by law. We will not sell your information.
- **Photos:** We may use photos or videos of the work for advertising and reports, without showing your address or identifying you.

9. Legal Jurisdiction

These terms are governed by the laws of Queensland, Australia. PAGE Tradie operates in accordance with the Queensland Building and Construction Commission Act 1991 and the Plumbing and Drainage Act 2018.