

### Terms & Conditions

Bunnings agrees to supply the product and installation services on the basis of the following:

#### **Quotes & Estimates**

- If we give you a quote, it may be withdrawn or altered at any time until you submit an order.
- You must give us correct information to quote on. The price may change depending on the site or if you change your requirements.
- Quotes are estimates only and are valid for 30 days. Orders are subject to Bunnings' acceptance.

#### **Our Responsibilities**

- Our product and installation services come with consumer protection warranties implied by law (see [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)). The product may also come with a warranty from the manufacturer. All other warranties are excluded except for domestic building warranties prescribed in relevant legislation and warranties from the product's manufacturer).
- Bunnings guarantees to make good any defects in the installation work, at our cost, provided we are notified of the defect in writing within a reasonable time.
- Where we are unable to provide you with an estimated installation date, we will do everything to ensure that the works start as soon as reasonably possible. We are not liable for any delay. We deliver/install during normal working hours on weekdays. Weekend installations are by mutual agreement.
- Unless specified on the order form, we do not remove old products on the site before or after installation.
- We limit our liability to re-supplying the product and installation, or refunding your payment, at our election.
- We exclude liability for negligence and for indirect or consequential loss. Repair facilities for the goods may not be available in future.
- We guarantee that contracted building works will be performed with reasonable care, with materials suitable for the job. If works are performed at home, it will be reasonably suitable for occupation when the work is complete.

#### **Your Responsibilities**

- You must ensure that the product and the installation services are suitable for your purpose and your site. We are not liable if they are unsuitable.
- Any information you provide will be relied on by us. You will be liable for any additional costs incurred if your representations are incorrect.
- You must confirm that your site is not subject to heritage requirements and that you have any necessary permits for the installation works which we will be doing.
- You must ensure that the site is accessible and safe for our subcontractor to install the product.
- You must give us all relevant information about the site beforehand. You must provide our installer with access to amenities, electricity, water, light and gas as required.
- You confirm that you are the home owner or that you have authority from the home owner for the works to be conducted. You must be at home during the installation.
- If you have a complaint after installation, you must allow us access to your site to inspect.
- If you fail to perform your obligations or if anything you agree to under this contract is not correct or breached, then you must indemnify Bunnings for all costs, expenses and liabilities which we incur as a result.

#### **Payment**

- Full payment is required in advance of installation
- If our contractor cannot access the site, you may be charged a callout fee of \$120 inclusive of GST.
- If you want to cancel before the installation, we will try to assist but you may be required to cover our costs. No refund is available on custom made or special order products or services.
- Title in the product passes to you on the earlier of installation or when you pay us in full.
- We will honour any agreement to vary the contract when it is provided in writing and signed by each party to this contract.
- You and Bunnings agree that the progress payment provisions in section 40 of the *Domestic Building Contracts Act 1995* (VIC) do not apply to this contract.

#### **Termination**

If you provide incorrect information to Bunnings regarding the product and installation, Bunnings may terminate this contract at its discretion.

#### **Licensing**

In some states, Bunnings is required to maintain a licence for certain installation offers. Our licence details are: QLD Licence - BSA 1191280 / NSW Licence - 186807C / SA Licence - BLD 248065. Installation providers maintain a separate licence relevant to the trade installation

### Additional Heat Strip Installation Terms and Conditions

#### **Cooling-off Period**

- After providing a team member with full payment, you have five business days within which you can cancel the installation.

#### **Your Responsibilities**

- You must purchase and take the Heat Strip home with you in readiness for installation. Delivery can be arranged at time of order in store with a team member, charges apply.
- There must be a safe and suitable area for the installation to take place.
- Switchboard must meet current AS3000 standard.

#### **Strip Heater with existing Power Point (compliant Power Point must be installed prior to Installation)**

##### **Standard Inclusions**

- Removal of new product from packaging ensuring all parts are present and are not damaged.
- Assembly and Installation as per the manufacturer's instructions to a weatherproof and compliant position up to 3.0m high.
- Mounting the unit within range of the plug top to existing power point.
- Clean-up of site upon completion.

##### **Exclusions**

- No work to switchboard.
- Travel over 35kms from nearest store by the installer.
- New electrical circuits.

#### **Strip Heater with a new electrical circuit (up to 2300W)**

##### **Standard Inclusions**

- Removal of new product from packaging ensuring all parts are present and are not damaged.
- Assembly and Installation as per the manufacturer's instructions to a weatherproof and compliant position up to 3.0m high.
- Mounting the unit within range of the plug top to existing power point.
- Electrical Circuit up to 2300W (not a complete new circuit).
- Up to 10 meters of electrical cable.
- Up to 8 meters of conduit and one bend with fixtures.
- Waterproof double power point.
- Clean-up of site upon completion.

##### **Exclusions**

- No work to switchboard.
- Travel over 35kms from nearest Bunnings store.
- New complete electrical circuits.

#### **Strip Heater with a new electrical circuit (2400W to 3600W)**

##### **Standard Inclusions**

- Removal of new product from packaging ensuring all parts are present and are not damaged.
- Assembly and Installation as per the manufacturer's instructions to a weatherproof and compliant position up to 3.0m high.
- Mounting the unit within range of the plug top to existing power point.
- New electrical circuit up to 3600W (complete new circuit to switchboard)
- Up to 30 meters of electrical cable
- Up to 8 meters of conduit and one bend with fixtures
- Waterproof single 15A power point
- New 20A circuit to switchboard (if existing switchboard is compliant and has room for new circuit and hardware)
- Clean-up of site upon completion.

##### **Exclusions**

- Travel over 35kms from nearest Bunnings store.
- More than one new electrical circuit.

#### **Additional Charges**

The installation package price is not inclusive of all pricing variables and other variations that may occur during installation. If additional charges apply, you will be advised before any installation works proceed.

Additional charges may include:

- Extra km charge applies (\$1.10 per km return trip) if the property where the strip heater is being installed is further than 35m from a Bunnings store.
- A call out fee will apply if installation cannot be completed due to the requirements as set out in these terms and conditions not being fulfilled.
- Extra cabling and conduit outside of standard inclusions.

If you have further questions, contact your local Bunnings store and our friendly team can assist.

#### **Privacy**

Bunnings collects your personal information to allow us to supply you with goods or services. We will not use or disclose your personal information for any other purpose. We will usually disclose it to our installations services provider if applicable. Our Privacy Policy can be found at <http://www.bunnings.com.au/privacy-statement>. You can also email us at [privacy@bunnings.com.au](mailto:privacy@bunnings.com.au).