

## Terms & Conditions

Bunnings agrees to supply the product and provide you with a pre-paid voucher for the installation of your product by a third-party Tradie on the basis of the following:

### **Quotes & Estimates (If applicable to offer)**

- If we give you a quote, it may be withdrawn or altered at any time until you submit an order.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 products 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.
- Installation works are provided by independent Tradies who are engaged through the hipages installation booking portal (operated by hipages). If you experience any issues with the installation work, we encourage you to resolve them directly with your chosen Tradie, or otherwise through the hipages dispute resolution process.
- Tradies deliver/install during normal working hours on weekdays. Weekend installations are by mutual agreement.
- To the extent permitted by law, we limit our liability to re-supplying the product, or refunding your payment, at our election.
- To the extent permitted by law, we exclude liability for negligence and for indirect or consequential loss. Repair facilities for the goods may not be available in future.
- Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:
  1. to cancel your service contract with us; and
  2. to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

### **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 the hipages Tradie to attend and to install the product.
- You must give us all relevant information about the site beforehand. You must provide 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.
- The Tradies that you engage will be sourced through, and listed with, hipages Pty Ltd ABN 78 109 996 134 (**hipages**).
- You agree and acknowledge that the Tradie who installs your product is a separate and independent business performing the installation and is not an employee of hipages or Bunnings.
- If you have a complaint after installation, you must allow hipages or Bunnings 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 and hipages for all costs, expenses and liabilities which Bunnings or hipages incur as a result.

### **Payment**

- Full payment is required in advance of installation. Bunnings and hipages will arrange for payment of the Tradie you engage through the hipages portal.
- If your chosen tradie attends your property and the installation cannot go ahead due to not being provided access to the property at the agreed time and/or the product purchased is not considered 'like for like' you may be subject to a call out fee charged directly by the Tradie at their discretion.
- If you want to cancel before the installation, we will try to assist but you may not be able to obtain a refund.

## Additional Ceiling Fan Installation Terms & Conditions

- This offer is available for residential properties only.
- Price based on one ceiling fan installation per hipages installation voucher.
- Ceiling height cannot be higher than 2.85 metres
- Fans with a total width greater than 1.4metres (56 inch) are not included in offer.
- Current wiring must be compliant.
- There must be no asbestos in the ceiling.

### **Process**

- You must purchase and take the ceiling fan home with you in readiness for installation.
- Delivery can be arranged at time of order in store with a team member, charges apply.
- The customer should mark the job as 'Complete' on the hipages website [bunnings.hipages.com.au/install](http://bunnings.hipages.com.au/install) on the day of the installation once work is completed. This will instigate the commencement of warranty and confirmation that the work was performed to the satisfaction of the customer. If it is not marked as complete within 2 days of the install date, we will assume the work has been completed satisfactorily.

### **New Install Included**

- Assembly of new ceiling fan.
- Installation of new ceiling fan.
- Installation of switches included in the box.
- Disposal of packaging.
- Disposal of any rubbish caused by installation.
- Clean up of area around installation.

### **Not included**

- The electrician will not be responsible for patching any holes made for the installation.
- Wall switch installations on solid internal walls ie: brick/cement may incur additional charges.
- Wall switch installation on a door architrave are not always possible. Such installations may incur additional charges.
- The fixed-price fee covers the installation of the wall switch provided in box. If this switch is to be replaced with another switch either new or existing this may incur additional charges.

### **Replacement (LIKE for LIKE)**

#### **Included**

- Visual inspection of old fan and explaining the possible extra necessary work to customer
- Assembly of new ceiling fan
- Removal of existing fan and Installation of new ceiling fan
- Disposal of packaging
- Disassembly of old fan so homeowner can dispose
- Disposal of any rubbish caused by installation
- Clean up of area around installation

#### **Not included**

- The electrician will not be responsible for patching any holes made for the installation.
- Wall switch installations on solid internal walls ie: brick/cement may incur additional charges
- Wall switch installation on a door architrave are not always possible. Such installations may incur additional charges
- The fixed-price fee covers the installation of the wall switch provided in box. If this switch is to be replaced with another switch either new or existing this may incur additional charges

#### **Definition of LIKE for LIKE**

- This offer does not provide a "fresh install", an existing ceiling fan must be present in the spot where the new unit is to be installed.
- You cannot place the ceiling fan where a light fitting is currently.
- The incoming product can only be installed in the same position and with the same connections/configurations as the outgoing product.

### **Cooling-off Period**

- After providing a team member with full payment, you have five business days (or up until the date of installation if it takes place within five days of making payment), within which you can cancel the installation. For the avoidance of doubt, if you agree for installation to take place on the day of purchase then there is no cooling off period. If you agree to installation before the five day cooling off period then the cooling off period is reduced accordingly.

### **Privacy**

Bunnings and hipages may collect your personal information to allow us to supply you with goods or services or to allow the products to be installed. We will not use or disclose your personal information for any other purpose unless authorised by law. We will disclose your personal information as necessary to the installations services provider to enable them to provide this service to you. 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), hipages' Privacy Policy can be found at <https://www.homeimprovementpages.com.au/privacy> and you can email hipages at [info@hipages.com.au](mailto:info@hipages.com.au)

**For more information contact the customer service hotline on 1300 043 520 or email [installsupport@hipages.com.au](mailto:installsupport@hipages.com.au).**