

## 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 installer on the basis of the following:

### **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.

### **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 installers 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 installer 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 Sink Mixers Terms and Conditions

- This offer is available for residential properties only
- Price based on one Sink Mixer or Basin Mixer per voucher
- If the type of tap is being changed, for example pillar taps to a mixer tap, covering or creating additional holes in sink tops or vanity units is not included. Additional Charges may apply and be payable to the installer on the day of installation.
- All instant hot water systems, wall mount taps, InSinkErator and taps with built in water filters is excluded
- Current plumbing up to connectors must be compliant and meet Australian standards

### **Process**

- You must purchase and take the Sink Mixer home with you in readiness for installation.
- Delivery can be arranged at time of order in store with a team member, charges apply.

### **Included**

- **LIKE FOR LIKE** installation. All installations are conducted on a **LIKE FOR LIKE** basis. This means that the incoming product can be installed in the same position and with the same connections/configurations as the outgoing product
- The process includes the removal of existing product, installation of new product and site clean-up.
- 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.
- All works undertaken are subject to the Australian Building and Construction Code.

### **Not included**

- There may be circumstances where your new product can't be installed on a **LIKE FOR LIKE** basis. If this is the case, additional items may be required to finalise installation of the new product. Any additional works require the approval of the customer **prior** to commencement.
- Pricing and payment for any additional works should be negotiated directly between the customer and the Tradie. Additional payment direct to the Tradie may be required to undertake any additional works required.

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

- This offer does not provide a "fresh install", an existing Sink Mixer must be present in the spot where the new unit is to be installed.
- Replacing separate taps with a Sink Mixer is not a LIKE for LIKE

If you have further questions, contact the customer service hotline on 1300 043 520.

### **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)