

Terms & Conditions

1. Interpretation

In these terms:

- **"Agreement"** means the contract between Mr Drain Cleaning (hereinafter referred to as "the Company") and the Customer for the provision of Services.
- **"Services"** means the plumbing services and Goods provided by the Company to the Customer.
- **"Customer"** means the individual or entity requesting the Services from the Company.
- **"Quote"** means an estimate provided by the Company to the Customer for the performance of the Services.
- **"Total Price"** means the total amount payable for the Services as specified in the Quote.
- **"Goods"** means the materials and products necessary for the execution of the Services.
- **"Payment"** means the amount owed by the Customer to the Company as indicated in the Quote.

2. General

1. These terms apply to all Services provided by the Company, regardless of any conflicting terms of the Customer, unless otherwise agreed in writing.
2. These terms together with the Quote constitute the entire agreement between the parties.
3. The Customer is responsible for providing all necessary information to the Company to enable proper execution of the Services.

3. Formation of the Agreement

1. An Agreement is formed when the Customer accepts the Quote in writing.
2. The Company reserves the right to revoke or amend the Quote within 30 days of issuance.

4. Interpretation

1. The Total Price includes GST, unless stated otherwise.
2. Payment is due upon completion of the Services, unless otherwise agreed in writing.

3. In the event of non-payment within the agreed timeframe, the Company may charge late fees.

5. Changes and Cancellations

1. The Customer must submit requests for changes to a Service Order in a timely manner. The Company will provide the Customer with a revised Quote.
2. Cancellations must be made at least 24 hours in advance. Failure to comply with this notice period may incur a cancellation fee.

6. Warranty and Liability

1. The Company guarantees the quality of the Services provided and offers a warranty on the work performed.
2. The Company is not liable for any damage or loss resulting from misuse or negligence by the Customer after the Services have been completed.

7. Access and Safety

1. The Customer must ensure that the site is safe and that plumbers have access to the required locations.
2. The Customer is responsible for granting access to the property and systems at the agreed-upon times.

8. Privacy and Data Protection

The Company respects the Customer's privacy and will not disclose personal information to third parties without consent unless required by law.

9. Dispute Resolution

In the event of disputes or complaints regarding the Services provided, the Customer must notify the Company promptly to seek a resolution.

10. Changes to the Terms

The Company reserves the right to amend these terms at any time. Changes will be communicated to the Customer in writing.

11. Promotion Codes and Discounts

1. Only one promotion, discount, or savings code may be redeemed per transaction.
2. Combining or using multiple codes simultaneously is not permitted.
3. The Company reserves the right to change or cancel promotions without prior notice.

12. Governing Law

These terms are governed by and construed in accordance with the laws of Australia.

By using the Services of Mr Drain Cleaning, the Customer agrees to these terms.