

Terms of Trade

Dear Customer

At Lifestyle Electrical Systems, we want to get it right.

No one likes the small print. Ours is here to ensure you are happy with the service we provide and to avoid any little surprises.

Please read and accept these terms below before we begin work for you. You can do this by clicking on link in the link in the email we have sent with these terms, or emailing us to let us know.

IMPORTANT: If we have sent you these terms of trade and despite not agreeing with them, you ask us to do work for you, you are deemed to have agreed to these terms even if you haven't accepted them.

All Lifestyle Electrical employees & contractors adhere to these terms, so all our work is covered by them. Because they form the basis of our agreement with you in its entirety, the terms overwrite any agreements made in person, over the telephone, or in any other communication, unless explicitly stated. By asking Lifestyle Electrical to carry out work on your behalf, you agree to uphold your obligations under these terms of trade.

Cancellations

If you need to reschedule a booking, we are happy to assist you and there is no charge for this. However, if you have asked us to carry out work on your behalf and you need to cancel, please provide us with at least 24 hours' notice. If you do not do this, we reserve the right to charge you a reasonable fee to cover our scheduling expenses.

Estimates

Many customers ask us to provide an indication of the cost of undertaking specific work.

Where we provide this over the telephone, the price should be treated as a guideline only. We also provide written estimates which aim to more accurately reflect the cost of undertaking specific work, which involve a site visit.

In both cases, the end cost of carrying out work you have asked us to complete may be higher or lower than the guideline, or estimate price you have been given. We will always try to inform you if the job is going to cost more but at times this is not possible.

IMPORTANT: You agree to pay the end cost of all work undertaken, even where it is higher than you were estimated.

Payment

Payment is due immediately upon completion and may be made by Direct Debit or Cash. If you are not home to pay the account, the office will send you an invoice for the remaining amount which is due immediately.

Once your job is completed you will be sent a final invoice and a statement. Normally, we send invoices via email to the address you have supplied. Where this is not possible, or if you prefer invoices posted, please let us know before work commences.

For jobs that are over \$750 in value, a 50% deposit will be requested upfront before work commences.

IMPORTANT: Payment is required on completion unless otherwise confirmed in writing.

IMPORTANT: Please contact us if you have not received an invoice within 14 days of work being completed.

What if we need to do more work than you have asked us to do?

Where additional work needs to be done to complete an existing job, we will give you the opportunity to tell us to carry on until the job is complete.

We will give you as much information as possible about extra costs and disruption. For this reason it is important we can contact you immediately, using the details you provide for us.

However, if we can't get in contact with you, we will stop work and await your instructions. If this happens, you will still need to pay a fee for the site visit, plus the cost of any work that you previously asked us to carry out on your behalf.

Progress Invoices

Progress Invoices are daily claims for work done on site and cover both the labour and materials used. Because we want you to stay informed, we will send out progress invoices at the end of every stage of work (disconnect, pre-wire, fit-off etc.). We also send these if there is likely to be a delay in the work for any reason (such as waiting for parts, construction or other trades).

For larger jobs you we will have sent you a Payment Schedule this outline's what each of these progress payments are most likely to look like. By accepting the quote you are also accepting this payment schedule and understand that these timings and amounts can shift with variations in the project.

If for any reason work has paused and you have not been sent a progress invoice, you can request an invoice at any time by calling 0272100112 or emailing jeff@lifestyleelectrical.co.nz.

IMPORTANT: Most domestic service work will not require a progress invoice.

IMPORTANT: We reserve the right to stop work if progress payments have been requested and have not been met.

Unpaid Accounts

If you do not contact us within 7 calendar days of receiving the invoice then you agree that you will normally forfeit your right to dispute the invoice. This may not apply to cases where there is a serious breach in the quality of our work, and does not affect your rights under the Fair Trading Act (1986) or the Construction Contracts Act (2002).

A \$40.25 (incl.GST) admin charge will be added to your account if payment remains outstanding for more than 20 days after the due date. We charge 2.5% compounding interest monthly for overdue accounts.

All collection costs are passed on when invoices stay outstanding for more than 30 days.

IMPORTANT: If you need to discuss any aspect of payment please contact us immediately.

A note on your rights under the Consumer Guarantees Act (2002)

We guarantee our services will be:

- **Performed with reasonable care and skill.**

IMPORTANT: If you believe there is a fault with our workmanship please contact us immediately. We will investigate the work and we will rectify any error as soon as possible.

- **Fit for the particular purpose they were supplied for.**

IMPORTANT: If you ask us to fit a product you supply, we do not guarantee the part is fit for purpose. If there is a fault with the part we supply we will contact the manufacturer and/or remedy the work. This is consistent with your right to repair.

- **Completed within a reasonable time.**

IMPORTANT: If work is delayed due to circumstances outside our control we cannot be held responsible for this. This includes bad weather, coordination of external trades and other site management issues.

- **Priced reasonably.**

IMPORTANT: Work is charged according to the COSTS & CHARGES formula (labour and travel costs, plus reasonable material acquisition, collection and removal costs (if any apply)).

You agree to contact us **immediately** if you are unhappy with the work or the invoice and notify us of any defects that need rectifying.

Withholding of payment: You may only withhold the portion of payment that you are unhappy with, and it is illegal to withhold all payment if you have only minor complaints about quality or finish.

If you have any questions please do not hesitate to contact us, and thank you for reading.