

Terms & Conditions

Bunnings agrees to supply the product and installation/assembly services on following basis.

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- If we give you a quote, it may be withdrawn or altered at any time until you submit an order.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 product and installation/assembly services come with consumer protection warranties implied by law (see 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).
- Where we are unable to provide you with an estimated installation/assembly date, we will do everything to ensure that the works start as soon as reasonably possible. We deliver/install during normal working hours on weekdays. Weekend installation/assemblies are by mutual agreement.
- Unless specified on the order form, we do not remove old products on the site before or after installation/assembly.
- To the extent permitted by law, we limit our liability to re-supplying the product and installation/assembly, 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/assembly services are suitable for your purpose and your site.
- 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/assembly works which we will be doing.
- If the installation/assembly is to take place in a shared property, (unit block, townhouses etc.) you must ensure you have the relevant approval from the body corporate.
- 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/assembly process.
- If you have a complaint after installation/assembly, 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/assembly services being provided.
- If our contractor cannot access the site, you may be charged a callout fee of up to \$120 inclusive of GST.
- If you want to cancel before the installation/assembly, we will try to assist but you may be required to cover our costs. Except as otherwise set out in these terms, no refund is available on custom made or special order products or services that are cancelled prior to installation.
- Title in the product passes to you on the earlier installation/assembly 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), or its equivalent provision under legislation applying in the State in which the works are to be performed, do not apply to this contract.

Termination

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

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, where required

Privacy

- Bunnings collects your personal information here 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 installation's 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.

Pet Door 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 product and installation from Bunnings.
- There must be a safe and suitable area for the installation to take place and you must provide safe access for our installer
- This offer is available for residential properties only

Pet Door Installation

- **Inclusions**
- Installation of the Pet Door
- Travel by Installer up to 35kms from nearest Bunnings Store
- Site Clean Up

Exclusions

- High-rise installations where access is limited, and body corporate restrictions apply
- Additional materials such as extensions for patio inserts or timber mouldings for timber doors.
- Installation into walls including brick walls.
- Travel outside of 35km radius

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.
- If you have further questions, contact your local Bunnings store and our friendly team can assist.
- Oversized glass tinted or specialised glass can occur additional costs.