

## Terms & Conditions for Supply and Install or Install Only (Hi-Pages)

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- If we give you a quote, it may be withdrawn or altered at any time until you submit an order.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**

- The product may come with a warranty from the manufacturer. In addition to manufacturers' warranties on selected products, if you are a Consumer within the meaning of the Australian Consumer Law, Bunnings warrants, in accordance with the Australian Consumer Law, that the Goods are of acceptable quality.
- Subject to the Australian Consumer Law, 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.
- 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/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 honor 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.

## Additional Exhaust and Heat Lamp Installation Terms and Conditions

### **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.
- This offer is available for residential properties only
- Price based on one exhaust or heat lamp installation per hipages installation voucher
- Ceiling height cannot be higher than 2.85 metres.
- Existing opening in ceiling should be either same size as required or smaller
- Current electrical wiring must be compliant and meet Australian standards
- There must be no asbestos in the ceiling
- Any required ducting / ventilation must already be in place, in good working order and be compliant
- Any units that use an inline fan within the ducting are excluded from the offer.

### **Process**

- You must purchase and take the Exhaust or Heat Lamp 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 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 works 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. NB: At the completion of the installation process, some pre-existing issues such as switch holes, existing heat lamp or exhaust holes, damaged surfaces and un-plastered areas may be exposed. The repair of such issues does not fall under the **LIKE FOR LIKE** terms as new products can vary significantly in dimension.
- Offsite disposal of old exhaust fan or heat lamp is not included.

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

- This offer does not cover a new install, an existing exhaust or heat lamp must be present in the spot where the new unit is to be installed.
- You cannot place the exhaust or heat lamp 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.

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

- 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)

Customer Name: \_\_\_\_\_ Customer Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_