

Terms & Conditions

Bunnings agrees to supply the product and refer you to an installer on the basis of the following:

Our Responsibilities

- Our products 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).
- Installation works are provided by independent Tradies who are engaged through our installation booking portal (operated by hipages). However, Bunnings guarantees to ensure the installer is managed so that they will make good any defects in the installation work, at our cost, provided we are notified of the defect in writing within a reasonable time and provided that you first engage with hipages' dispute resolution process to try and resolve any complaints by an agreed outcome. Where we are unable to provide you with an estimated installation date, we will do everything to ensure that the works start as soon as reasonably possible. We are not liable for any delay. 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 and re-arranging installation, 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 installer to attend and 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.
- 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 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 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 installer cannot access the site, you may be charged a callout fee of \$120 inclusive of GST.
- If you want to cancel before the installation, we will try to assist but you may be required to cover our costs. No change of mind refunds are available on custom made or special order products or services.

- Title in the product passes to you on the earlier of installation 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) do not apply to this contract.

Termination

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

Additional Toilet Suite Installation Terms and Conditions

Your Responsibilities

- You must purchase and take the toilet suite 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 de-installation of existing product, installation of new product, site clean-up and removal
- The customer should mark the job as 'Complete' on the hipages website 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 satisfaction of the customer. If it is not marked as complete within 3 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 installer. Additional payment direct to the installer may be required to undertake any additional works required.
- NB: At the completion of the installation process, some pre-existing issues such as drill holes, damaged surfaces and untiled 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.

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. Hipages' Privacy Policy can be found at <https://www.homeimprovementpages.com.au/privacy> and you can email hipages at info@hipages.com.au