

Terms & Conditions for Supply and Install or Install Only

Bunnings agrees to supply the services on following basis.

- Supply and Install
- Install only

1. Contract Documents

- a. This contract comprises on the following documents:

- i. The Purchase Order
- ii. These Terms and Conditions
- iii. And, if applicable the Schedule

2. Quotes & Estimates (if applicable to offer)

- a. If we give you a quote, it may be withdrawn or altered if you change your requirements at any time until you submit your order. You must give us correct information to quote on. Quotes are estimates only and are valid for 30 days.

3. Our Responsibilities

- a. If you are a Consumer within the meaning of the Australian Consumer Law, Bunnings warrants, in accordance with the Australian Consumer Law, that goods being supplied under this contract are. Amongst other things, of acceptable quality and the services will be carried out with due care and skill, be fit for purpose and be delivered in a reasonable time. The workmanship and quality of this work are also protected by the specific statutory building warranties.
- b. Subject to the Australian Consumer Law and applicable building legislation, all other warranties are excluded except for any warranties specified in the schedule and any warranties provided by the product manufacturer.
- c. Installation work is generally only performed during normal working hours on weekdays. Weekend work can be arranged by mutual agreement.
- d. Unless specified on the order form, we do not remove old products on the site before or after installation work.
- e. To the extent permitted by law, including the Australian Consumer Law, we limit our liability to re-supplying the product and performance of installation work, or refunding your payment, at our election.
- f. To the extent permitted by law, including the Australian Consumer Law, we exclude liability for indirect or consequential loss. Repair facilities for the products may not be available in the future.

4. Your Responsibilities

- a. You must ensure that the product and the installation services are suitable for your purpose and your site.
- b. Any information you provide will be relied on by us. You will be liable for any additional costs incurred if your representations are incorrect.
- c. 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.
- d. If the installation is to take place in a shared property, (unit block, townhouses etc.) you must ensure you have the relevant approval from the body corporate.
- e. You must ensure that the site is accessible and safe for our subcontractor to install the product.
- f. 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.
- g. 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 process.
- h. If you have a complaint after installation, you must allow us access to your site to inspect.
- i. 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, except to the extent that the failure or breach is directly attributable to the negligence or wrongful act or omission or wilful misconduct of Bunnings.

5. Payment

- a. Payment is required to be made in accordance with state laws and regulations.
- b. If our contractor cannot access the site, you may be charged a call out fee of up to \$120 inclusive of GST.
- c. If you want to cancel before the installation, 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.
- d. Title in the product passes to you on the earlier installation or when you pay us in full.
- e. This contract may be varied by agreement in writing and signed by each party to this contract. The parties also agree to a variation to the scope of works undertaken under this contract provided this is specified in writing and signed by both parties and that the requirements of the schedule (if any) are otherwise complied with.

Termination

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

Licensing

- a. 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

- a. We require you to provide certain personal information, such as your name, address and contact details, before we can supply the product and installations services to you. We collect and manage your personal information in accordance with our Privacy Policy. Our Privacy Policy can be found at <https://www.bunnings.com.au/privacy-policy>. By providing your personal information to us, you consent to our Privacy Policy, including to us providing your personal information to third parties, if required to provide our products and services. If you have any questions, email us at privacy@bunnings.com.au.

If you have further questions, contact your local Bunnings store and our friendly team can assist

Additional Terms and Conditions for Stone Benchtops and Glass Splashback Installation

1. Site Assessment Readiness

- a. A non-refundable payment must be made to cover the cost of a professional site assessment.
- b. You will be provided with an estimated price for the benchtop, splashback and installation after providing the necessary measurements to a Bunnings team member. A final price will only be provided after a professional site assessment.

2. For the site assessment the customer must ensure:

- a. All cabinetry is secured to each other, a wall and/or floor and level.
- b. All appliances such as sinks, taps and cooktops are on site and easily accessible
- c. Rangehood is installed.
- d. If full substrates are required, they are installed 50mm smaller than the required stone size on each visible edge.
- e. All substrates are fixed to the cabinet from the inside of the cabinet and/or underneath.
- f. All Cabinets installed level (within 2mm) to evenly distribute the weight of stone
- g. All walls must be level and smooth without protrusions
- h. Power points must be installed at the time of measure but disconnected and removed at time of install for a splashback
- i. The site is easily accessible, and the area is free of clutter for accurate measuring.
- j. If the installer is unable to complete the site assessment due to any of the above, you may incur an additional site visit charge for the installer to return at a later date.
- k. Once a customer signs off on the final measurements drawing, no further changes can be made. This includes any joinery and/or room/wall alterations. Changes can result to a stone benchtop remake which may cause additional charges to the customer

3. Installation

- a. If the site is not easily accessible (i.e. stairs) additional resources may be required at an additional cost to the customer, this will be determined at the time of the site assessment.
- b. Dependant on the design of benchtop, some cut outs may need to be done on the premises during the installation.
- c. Stone joins are ALWAYS at the stone mason's discretion. Joins cannot run through any void greater than 300mm (such as 610mm dishwasher space)

4. Inclusions

- a. Installation of made to measure Stone Benchtops or Glass Splashbacks
- b. Choice of 20mm solid slab thickness or 40mm laminated edgework
- c. 2mm Square Aris Edge/Pencil Round profiles
- d. Site will be left clean and tidy after installation

5. Exclusions

- a. Caulking and filling of gaps
- b. Removal and disposal of existing benchtop
- c. Installation or removal of any sinks, taps or appliances
- d. Disconnection or Installation of power points
- e. Travel exceeding 35kms from booking Bunnings store will incur additional costs of \$1.50 per Km each way

Signed by Customer _____

Date __/__/__

Version updated 30th January 2025