

TIME SAVER SERVICES & RenoMate Adelaide (ABN 38 645 785 634)

ADDITIONAL TERMS AND CONDITIONS OF QUOTATION AND TENDER FOR RESIDENTIAL AND COMMERCIAL PREPARATION FOR SALE RENOVATION, CLEANING AND CONCIERGE MATERIAL AND SERVICES CONTRACT (Residential and Commercial Quotation and Tender Terms and Conditions).



A) TERMS AND CONDITIONS.

Definitions

Time Saver Services means, and includes, Time Saver Services and its subsidiary, RenoMate Adelaide.

“Contractor” means Time Saver Services, RenoMate Adelaide, its successors and assigns or any person acting on behalf of and with the authority of Time Saver Services.

“Customer” means the person/s ordering the Services as specified in any invoice, document or order, and if there is more than one Customer is a reference to each Customer jointly and severally. Customer has the same meaning, and is interchangeable with the word ‘Client’.

“Services” means all Works, Services or Materials supplied by the Contractor to the Customer or Client at the Customer’s or Clients request from time to time.

Terms and Conditions: These **additional terms and conditions** are agreed to by the Client as being equally part of the full and complete service agreement (the “Agreement”) between you (the “Customer”) and Time Saver Services of Woodcroft, Adelaide, 5162, Australia for the provision of Services by Time Saver Services.

These following **additional terms and conditions** are to be read, and are expressly accepted and agreed to by the Client, together with the Terms and Conditions on our Website, namely tssadelaide.com.

Please take some time to review this document. Use of our services constitutes your acceptance of these additional terms and conditions, as well as the Terms and Conditions found on our Website, namely tssadelaide.com.

Additional Terms and Conditions for Preparation for Sale Services.

- **(A) For Renovation Services**

By accepting our quotation, you understand, agree to, and accept that:

- Depending on the size of the scope of works, it may be necessary to deem your home as a work site, therefore access could be restricted during the duration of the construction for safety reasons. Construction site rules will then apply.
- Presentable standard means to a standard that looks suitable or good enough for photographs, videos and for sale, with the understanding that the next property owner may likely complete renovations to the home, thereby improving the standard. Presentable standard is a lower standard than aesthetic or perception standard.
- Cosmetic repair means a simple surface repair of visible surfaces, and does not include structural repairs or additions to hidden structures such as timber batons, bricks, steel etc.
- Our quotation is prepared with a number of items and cost considerations making up the total quotation. *For example, painting, repairs, materials, number of trips etc.*

These individual amounts have been calculated in our quotation under the hopeful and reasonable assumption that the Client is to engage our Services for the quotations entire scope of works. Due to this economy of scale, the quoted amounts will reflect values that would have allowed the Client to enjoy a saving.

Should the Client subsequently only engage our renovation services for some of the items covered in our original quotation, then Time Saver Services will adjust the prices upwards for the remaining, fewer contracted scope of works items, as economy of scale no longer exists or can be enjoyed by the Client.

- Should Time Saver Services be delayed from commencing the Service on the agreed date and at the agreed time due to the action or decision of the Client, or a Third Party, then Time Saver Services is entitled to charge for such delay. Any additional travel, visits, time, equipment and materials would incur additional charges to be added to the Clients Invoice for payment to Time Saver Services.

- **(B) For Cleaning and Concierge Services**

By accepting our quotation, you understand, agree to, and accept that:

- Cleaning will be to visible external surfaces only (not to the inside of cupboards, ovens, etc.) unless specifically requested by you the Client, and as a consequence, then Time Saver Services' quotation, and invoice, will be adjusted upwards accordingly for these additional services.
- Fixed fittings (glued, screwed, nailed, welded, jammed or any other way made unable to be easily removable) will **not be removed** in order to gain access for cleaning. *For example: screwed in fly screens, fixed light fittings, oven glass, etc.*

Our quotation has taken the above already into account.

The client specifically agrees that the cleaning of/to the affected areas (due to the inability to remove the fixed fittings) will be impossible or to a much lower standard.

Should the client require that the fittings are removed first, Time Saver Services will decide if it is safely possible.

The original quote, and then Time Saver Services' invoice, will be adjusted upwards. This will then be completed entirely at the Clients risk.

- Under no circumstances will any furniture, fixtures, fittings, appliances, accessories, or any other item, be moved, removed or handled in order to be cleaned if there is evidence of any **fault or damage** to the furniture, fixtures, fittings, appliances, accessories, or any other item. Our quote has taken the above already into account.

Should the Client specifically request Time Saver Services to move, remove or handle, any furniture, fixtures, fittings, appliances, accessories, or any other item that has any fault or damage; Time Saver Services will decide if it is possible to do so safely. This will then be completed entirely at the Clients risk.

For illustration only: - a bent or damaged fly screen will not be removed for window cleaning. In the first instance the Client may be asked to remove and then return such item if required. Should the Client request Time Saver Services to remove the fly screen, and always entirely at the owner's risk, then our quote, and invoice, will be adjusted upwards accordingly.

- The cleaning occurs around furniture, fixtures, fittings, appliances and accessories. Furniture, fixtures fittings, appliances and accessories will not be moved to gain access for cleaning.
- The quotation for cleaning and concierge services has been prepared with the "on date of quotation" state and condition of the property in mind. Should the state or condition of the property be poorer or substantively different on the date of the Service then the Client agrees that additional charges will be added to the Clients invoice for payment to Time Saver Services.

For illustration only 1: - Time Saver Services visited the property to quote for cleaning and concierge services based upon the condition of the property at the time of their visit.

The client then engages a builder or painter to complete repairs and painting.

The builder or painter leaves the property dustier and dirtier than it was when Time Saver Services visited the property to quote. The clean will then be more difficult and take much longer (Builders Cleaning Standard), incurring additional costs/charges to the Clients invoice for payment to Time Saver Services

Under no circumstances will Time Saver Services be expected to recover these additional costs from the Builder/painter/third party.

For illustration only 2: - after Time Saver Services have visited and quoted for the cleaning services, the Client discards of unwanted items by placing them in the garage, and then expects Time Saver Services to remove and dump such items as part of the cleaning services.

This would constitute additional services and will then incur additional charges which will be added to the Clients invoice for payment to Time Saver Services.

The Client accepts that Time Saver Services offered a cleaning service, not a clearing and dumping service.

- Should the Client engage a Staging Company then the cleaning services will be completed before such staging occurs, and not during or after. Our quotation has been prepared with this understanding.
- The Client is to ensure that the staging furniture, fixtures, fittings, appliances and accessories are delivered in a clean condition. The client is to further direct and ensure that the Staging Company leaves the property in the same clean condition as they found it.

Should Time Saver Services be asked to return for additional cleaning after the staging occurs then this would incur additional charges that will be added to the client's invoice for payment to Time Saver Services.

Under no circumstances will Time Saver Services be expected to recover these additional costs from the Staging Company.

- Our quotation is prepared with a number of items and cost considerations making up the total quotation. *For example, window cleaning, oven cleaning, surface cleaning etc.*

These various items will often be itemised on our quotation as separate amounts, with a cumulative total. These individual amounts have been calculated under the hopeful and reasonable assumption that the Client is to engage our Services for the entire preparation for sale clean as per our quotation. Due to this economy of scale, the quoted amounts will reflect values that would have allowed the Client to enjoy a saving.

Should the Client subsequently only engage our Cleaning and Concierge services for some of the items covered in our original quotation, then Time Saver Services will adjust the prices upwards for the remaining, fewer contracted scope of works items, as economy of scale no longer exists or can be enjoyed by the Client.

- A preparation for sale cleaning service is completed to a Presentable Standard.

Presentable Standard means to a standard that looks suitable or good enough for photographs, videos and for sale, with the Clients understanding and explicit agreement that the standard is lower than a deep clean standard or an end-of-lease standard.

- Presentable Standard is a lower standard than aesthetic or perception standard.
- Should Time Saver Services be delayed from commencing the Service on the agreed date and at the agreed time due to the action, omission, or decision of the Client, or by a Third Party, then Time Saver Services is entitled to charge for such delay. Any additional travel, visits, time, equipment and materials would incur additional charges to be added to the Clients invoice for payment to Time Saver Services.
- The quotation was issued under the reasonable assumption that the Client would meet Time Saver Services at the property to open, and then, lock up. Collection and returning of keys to the property is not included in the quotation.
- The quotation was issued under the reasonable assumption that the Client does not expect Time Saver Services to clean electrical, electronic, data, gas or water transferring equipment. Should cleaning of such items be expressly required by the client then the client is responsible to ensure that is safe for Time Saver Services to do so; and that Time Saver Services can do so without any risk of damage to said equipment. Such cleaning will then be completed entirely at the Clients risk.

This above would constitute additional services and will then incur additional charges which will be added to the Clients invoice for payment to Time Saver Services.

- Time Saver Services offers a Cleaning and Concierge service only.

Should the Client wish to have items in the property dumped or discarded of then this must be requested by the Client before the commencement of the Service. Time Saver Services will then issue a handling, clearing and dumping services charge (quote) which must be approved by the Client. Upon completion, these charges will then be added to our Invoice for payment. Failing this, the items will be left in the same place as they were found at the property.

- The quotation was issued under the reasonable assumption that electrical power, and gas (for hot water), will be available to the property during the Service. The Client is to ensure that electrical power and gas (for hot water) is available during the Service.
Efficient cleaning requires hot water, steam and electrical power. Should these not be available it would require a far longer duration, and far more difficult, cleaning of the property.
The Client accepts that this would incur additional charges which will be added to the Clients invoice for payment to Time Saver Services.

TIME SAVER SERVICES shall be entitled to alter and vary these conditions from time to time on reasonable written notice to the Client without any liability to the Client.