

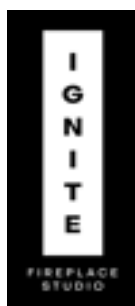
## **IGNITE FIREPLACE STUDIO** **MORNINGTON**

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### **Terms and Conditions:**

- Quote includes the following, is valid for **30 days** and is subject to a site inspection. Prices are indicative only and additional parts, bends or flue lengths may be required upon installation/ due to unforeseen circumstances.
- **DOES NOT INCLUDE:** Any electrics, scaffold, scissor lift/cranage, framework, plaster, painting, non standard brick wall penetrations, roof penetrations, roof flashings, fresh air grilles, support for cowls external power flue roof/wall motor(s) and anything else unless stated and otherwise agreed.
- Installation does not include carrying the unit up any flights of stairs. The unit must be delivered and put into position at least 48 hours prior to the date of installation if any lifting (by others) is required. If we attend a confirmed appointment and this is not complete, you will be charged a call out fee of **\$250.00** and the booking will be rescheduled.
- A maximum **3 site visits included** (for site inspection, installation & commissioning). Additional site visits are charged at **\$250.00** per man plus additional charges as required for parts and/or work undertaken.
- If a rescheduling is required up to 48 hours prior to installation, rescheduling could be greater than 10 business days. If less than 24 hours notice is given or failure to be present at the time of the appointment a callout fee of **\$250.00** may be charged.
- Unforeseen circumstances, weather and employee safety may mean rescheduling is required.
- Aircon Units, Kitchen Fans, other air displacing units or other environmental factors may affect the function of the fire - this cannot be determined until the unit is installed, on and checked in final stages. Additional parts (ie. Glass or metal to reduce aperture) may be required and will incur an additional cost.
- We accept no responsibility for any direct or indirect loss of profit by any nature arising from the purchase or installation of goods.
- We accept no responsibility for requested or purchased parts and materials that do not suit your application. If you are requesting certain items, please ensure they are correct and suitable for your application.
- If we are not installing, a site inspection fee of **\$250** will be charged.
- In the event of an order being held for a period of 4 months or longer, monthly progress payments will be required in the form of 10% of the total purchase price, including installation and any other additional components.
- If the order is arranged for collection and less than 48 hours notice is given to reschedule, the total purchase price of the unit and all components related must be paid for in full. If this does not occur, a **non-refundable fee of \$250** will be charged and must be paid in full with the remaining balance before collection can occur.
- In the event that no contact is made regarding the collection of an order or there are delays in the arranged collection of an order, a holding fee of \$50 per week may be charged at our discretion until contact or collection is made. This must be paid in full with the remaining balance before collection can occur.
- No responsibility will be taken in the event of a delayed order due to stock issues or availability for installation. It is advised not to book any trades or installations related to the fireplace until installation or delivery has been completed.

- All quotations and site inspections are subject to clearances and measurements being met prior to coming out for installation.
- All orders must be paid in full prior to collection, installation or delivery.
- A site inspection can only be arranged if all relevant information requested has been sent through. This includes photos, clearances, measurements and general questions to determine suitability of an install/fireplace for your application and helps determine any immediate issues that need to be rectified.

#### **Gas Plumbing Installation:**

- Up to 5m gas line allowed.

Installation is to be completed PRIOR TO PLASTER and/or any obstructions to the fireplace and flue. Clear access to the fireplace location, flue location and roof must be provided. We will not be responsible for any removal or repair works required to accommodate suitable access.

- Any unseen obstructions may incur additional flue and/or bends and/or Zero clearance Kit required on installation and will be charged accordingly. **This price is non-negotiable.** Payment must be made in full via credit card prior to installation continuing and any materials being used/couriered to site.

#### **No Cash will be accepted.**

- Penetrations/striking through building structure or fabric, or sealing of penetrations &/or support &/or framing for fireplace or other building structure - not included in quote and will be priced onsite if not priced prior to installation. **This price is non-negotiable.**
- **For Builders/new homes:**
- Installation includes flue connections and final gas connection unless otherwise stated in quote. Prior to rough in both the gas tail **by others** is to be installed and to be copper (not compression fitting) & power point **by others** to be a plug & base with an isolation switch in an accessible area.
- Fireplace Media/Trims/Glass/Barriers/Grills/Remotes/ will be left in the care of the builder prior to commission unless prior arrangements have been authorised.
- If we attend a confirmed appointment for commission and the fresh air ventilation is not complete, the power and gas is not connected/live, the finish around the fireplace or flue is not compliant you will be **charged a call out fee of \$250.00 and a reschedule or the cost of us to do so.**

#### **For existing homes:**

- Installation includes flue connections and final gas connection unless otherwise stated in quote. Gas and power at fireplace location is to be done by others prior to installation or if included in the quotation, is subject to a site inspection and unforeseen circumstances.
- A Made to Measure Trim may be required to ensure the unit meets compliance requirements and may incur additional costs.
- If required work is being done by others, it is to be completed 2 days prior to us attending for installation with photographic evidence supplied. (i.e. Fresh Air Ventilation, Frame Base). If this has not been completed, we may need to cancel an appointment and a **\$220** callout fee may be charged.
- No responsibility will be taken in the event of a delayed order due to stock issues or availability for installation. It is advised not to book any trades or installations related to the fireplace until installation or delivery has been completed.
- If there is a desired location of the fireplace, this must be discussed prior to installation or it will be positioned at our discretion. We will take no responsibility for the requested location, or if there is no one on site to discuss the location. We take no responsibility for the final finish of the fireplace based on the location.
- Debris resulting from an installation will be left onsite. This includes but is not limited to packaging, rubble and other materials. If removal is required, a fee will be charged.

**Electrical Installation:**

- Installation includes final connections only on electrical unless specified within this quotation.
- Standard power point fee and isolation switch is **\$300.00**, regardless if one or both needed.
- Any points that require moving (i.e. Foxtel, sound cords, coax/antenna) will incur a flat fee of **\$140.00** PER POINT on the same wall unless specified within quotation. This is to be paid prior to works commencing.
- TV Brackets will not be moved or reinstalled - this must be addressed prior to installation or a callout fee of **\$250.00** will be incurred and a reschedule of installation. **This is non-negotiable.**
- Any other electrical components (i.e. downlights, LED strip lighting) are to be quoted prior to installation.
- If electrical work is being done by others it is to be completed 2 days prior to us attending for installation with photographic evidence supplied. (i.e. Power point, isolation switch, Foxtel/Coax cable). If this hasn't be completed, we may need to cancel an appointment and a **\$250** callout fee may be charged.

**Framing Installation:**

- Additional Frame out Option: Starting from approx. **\$3000.00** for flush timber frame out with set plasterboard finish with painting to be done **by others**. (Subject to site inspection by subcontractor).

**Powerflue Motors/Fresh Air Ventilation Installation:**

**Fresh Air Mechanical Vent:** Mechanical ventilation (done **by others**). A mechanical damper system can be hard wired to the power flue motor (junction box at the top of internal fan motor) and back to our "Techrite" ignition pack control module. Please advise if you select this method.

**Fresh Air Passive Vent:** Passive Ventilation (done **by others** or to be quoted at site inspection). Into the space the fireplace is located through wall vents, diffusers in wall, through floors, ceilings, shadowline, joinery elements, roof cowls ducted through the ceiling spaces with ceiling diffusers, etc.

- Permanent fresh air is to be quoted upon site inspection or **by others** & must be done with evidence provided prior to booking installation - or an additional call out fee of **\$250.00** will apply.
- Internal powerflue motors must be provided with a 450x450 access panel **by others**. This must be approved by us prior to commissioning the fireplace.

**Services:**

- A credit card must be held to secure booking. Upon completion of the service payment will be required.
- Unforeseen circumstances, weather and employee safety may mean rescheduling is required.
- Parts that may be required during the service are additional and will be quoted on site.
- If a unit is found to be non-compliant/unsafe we are legally bound to disconnect it.

**Deposits and Cancellation:**

- 50% deposit must be paid in full prior to Order being placed. EFT or Bank Transfer is available.
- The balance of the invoice must paid in full within 45 days or at least 48 hours prior to supply and/or installation of goods unless otherwise agreed. **This is non-negotiable.**
- All **received** orders that are cancelled will incur 25% restocking fee of the supply price of the unit. No returns will be accepted after 10 business days. No returns or exchanges will be possible on special orders or custom made goods. This includes any alterations, powder coating or items changed in any way from it's original conditions. Returned goods must be unused and uninstalled.
- Non-refundable fee of **\$250.00** will be applied to all cancelled orders. All subsequent payments may incur a further non-refundable fee of **\$250.00** at our discretion.
- Any refunds will be issued via direct deposit only.
- All promotional sale orders that are cancelled will incur 25% restocking fee of the supply price of the unit. Any special orders or custom goods of a promotional sale order will be non-refundable.

**Delivery:**

- Delivery requires direct ground floor access to the location without travel via stairs or ladders.

Delivery will be to site location only and is via a flat-bed ute tray only. Please ensure you have sufficient means of removing the unit from the tray as the driver cannot assist in any way. Sufficient man power or a forklift will be required. If courier/driver assistance is required additional fees may apply.

Courier/driver cannot assist with carrying the item up any flights of stairs.

- Suitable parking is required at delivery location. Delivery prior to installation will incur a fee.

\*\*\* Additional charges may be required in the case of difficulty of access or travel.

- Delivery to be done at least 2 days prior to installation if secondary story lift is required.
- Scaffolding, cherry picker, scissor lift, crane truck or similar has not been allowed for in the quote - all **by others** if required.

• If a delivery incurs excessive wait times, additional costs may be charged. This is subject to the circumstances around each instance and is at our discretion.

• All Orders must be paid in full prior to collection, installation or delivery.

• If the order is arranged for collection and less than 48 hours notice is given to reschedule, the total purchase price of the unit and all components related must be paid for in full. If this does not occur, a **non-refundable fee of \$250** will be charged and must be paid in full with the remaining balance before collection can occur.

• In the event that no contact is made regarding the collection of an order or there are delays in the arranged collection of an order, a holding fee of \$50 per week may be charged at our discretion until contact or collection is made. This must be paid in full with the remaining balance before collection can occur.

**Any works that are required but not written or agreed upon in initial original quotation will be priced onsite. This price is non-negotiable.**