



## Terms and Conditions

- Quotations are based on services requested at time of quotation. Any additional work will incur extra charges on the day.
- Where Council/relevant authority permission is required, clients must provide all relevant permits. These are to be available **prior** to, or **on the day** of commencement of work. Failure to show permits may result in work being rescheduled until permit is made available incurring a penalty cost.
- Scheduling of work is subject to weather and may need to be rescheduled accordingly. Clients will be notified of next available booking.
- When undertaking work, unforeseen circumstances may require workers to leave the job and recommence at the next available time. All attempts will be made to leave the site in an orderly manner. Such circumstances may include; staff illness/injury, dangerous or hazardous working conditions/environment, issues with plant/machinery and weather.
- Whilst all care will be taken, where trees are in a confined area, it is inevitable that other trees and shrubs may be damaged unless clients make prior arrangements with our service.
- It is advised that clients advise all neighbours of intended works, as it is not our responsibility to deal with neighbours or conduct conflict resolution where there are neighbourly disputes regarding trees. If matters of such impede on our work schedule, penalty costs may be incurred.
- Certain size logs that are cut up for recycling purposes may remain neatly on the site, whilst arrangements are made for them to be picked up within 3 days of finishing the job.

### Stump Grinding

- Underground services damaged during stump grinding, and found to be non-compliant with Australian Building Code Standards, will not be the responsibility of our service.
- Stump grinding may not be able to be conducted on the same day as tree dismantling. All efforts are made to grind stumps within 3 days
- Stump grinding remains are not disposed of unless negotiated prior with our service, **incurring extra costs**

### Insurance

- To view current Certificates of Currency for Public Liability, Professional Indemnity and Workers Compensation please visit our website [www.nswtreeservices.com.au](http://www.nswtreeservices.com.au) or contact our office for copies.
- No responsibility will be taken by our service where it is found that damage/injury was not a direct result of our actions
- Whilst any damage/injury/incident proven to be a direct result of our negligence will be the responsibility of our service, it is at our discretion whether we will submit an insurance claim.

### Payments

- Terms of Payment are stated clearly on all Tax Invoices and are enforceable.
- We accept Cash, Personal/Bank Cheque, Direct Deposit, EFTPOS and Credit Card (VISA & M/card). Credit card payments incur an administration charge of 1.1%.
- Where clients use Direct Deposit as a payment method, it is their responsibility to keep a receipt as proof of transfer.
- Any additional charges incurred by our service for uncleared or insufficient funds of any payments, will be passed onto the client, and will incur an additional 5% administration charge