



Terms & Conditions

Quick Mick's Plumbing

ABN: 12 859 793 819

NSW Licence: L8677

Effective Date: 1 October 2025

Welcome to Quick Mick's Plumbing. By engaging our services or using our website, you agree to comply with and be bound by the following Terms and Conditions. Please read them carefully before booking or using any of our services.

1. General Information

Quick Mick's Plumbing ("we", "our", "us") provides plumbing services to residential customers across Penrith and surrounding suburbs in NSW.

These Terms apply to all quotes, bookings, and work carried out by Quick Mick's Plumbing unless otherwise agreed in writing.

2. Quotes and Pricing

- All quotes are provided in Australian dollars (AUD) and include GST unless stated otherwise.
 - Quotes are valid for **30 days** from the date of issue.
 - Pricing is based on information provided at the time of quoting. Additional work or variations requested by the customer may result in revised pricing.
 - If unforeseen issues are discovered after work begins (e.g. damaged pipes, access restrictions), we will inform you before proceeding with additional costs.
 - Call-out fees, material costs, or emergency rates may apply depending on the job.
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3. Bookings and Access

- Booking a job constitutes acceptance of these Terms and Conditions.
 - Customers must ensure safe and reasonable access to the property for our team, tools, and vehicles.
 - Missed or cancelled appointments within **24 hours** of the scheduled time may incur a **call-out fee**.
 - We reserve the right to reschedule jobs due to weather, safety concerns, or unforeseen circumstances.
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4. Payments

- Payment is required upon completion of the job unless otherwise agreed in writing.
 - We accept cash, EFT, and major credit/debit cards.
 - For larger projects, a deposit or progress payments may be required before work commences.
 - Invoices not paid within the agreed timeframe may attract interest or recovery costs.
 - Ownership of materials supplied by Quick Mick's Plumbing remains with us until full payment is received.
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5. Workmanship and Warranties

- All work is carried out by licensed plumbers under NSW Licence L8677 in accordance with Australian Standards and Plumbing Code of Australia.
- We offer a **workmanship guarantee** on all plumbing work performed by our team.
- Manufacturer warranties apply to products or parts supplied and installed.
- This guarantee does not cover faults caused by misuse, neglect, third-party interference, or pre-existing issues beyond our control.

6. Cancellations and Refunds

- You may cancel a scheduled job by giving at least **24 hours' notice**.
- Deposits for large projects are **non-refundable** once materials are purchased or work has commenced.
- Refunds will only be issued in accordance with the *Australian Consumer Law (ACL)* for major failures or defects.

7. Liability and Indemnity

- Quick Mick's Plumbing takes all reasonable care to perform work safely and to a professional standard.
- We are **not liable** for:
 - Pre-existing damage or defects at your property
 - Delays caused by events outside our control (e.g. supply shortages, extreme weather)
 - Indirect or consequential loss, including loss of income or property damage not directly caused by our negligence
- You agree to indemnify us from any claims, losses, or damages resulting from misuse, alteration, or unauthorised repair of our work.

8. Site Conditions

- Customers must ensure the work area is free of hazards (e.g. pets, obstacles, unsafe conditions).
- We reserve the right to refuse or postpone work if the site is unsafe or access is restricted.

9. Use of Website and Content

- All website content, including text, images, and logos, is owned by Quick Mick's Plumbing and protected under copyright law.
- You may not reproduce, copy, or use any materials without written permission.
- Website information is provided in good faith and may change without notice. We do not guarantee its accuracy or completeness.

10. Privacy

We handle all personal information in accordance with our **Privacy Policy**, available on our website.

Your details will only be used for legitimate business purposes, such as quoting, service communication, or follow-up.

11. Governing Law

These Terms and Conditions are governed by the laws of **New South Wales, Australia**.

Any disputes arising in connection with our services will be subject to the jurisdiction of the NSW courts.

12. Contact Information

For questions, feedback, or complaints regarding these Terms, please contact:

Quick Mick's Plumbing

 quickmicks1207@gmail.com

 **0413 662 535**

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 Servicing Penrith & Surrounding Suburbs

