

Terms and Conditions

Business details

Mr Loo Plumbing (ABN 31 525 926 614)

QBCC/Plumbing Licence No. 15046923

Phone: 0431 348 571 • Email: mrloo@mail.com

Service area: **Brisbane, North Brisbane, Sunshine Coast**



1. Scope

These Terms apply to all quotes, bookings, supply of plumbing services, and any goods provided by Mr Loo Plumbing (“we”, “us”, “our”) to residential or business customers (“you”, “your”).

2. Quotes, pricing and GST

- Quotes are valid for **14 days** unless stated otherwise and include **GST**.
- Example pricing shown on our site (e.g., *standard toilet installation labour from \$330 incl. GST*) is indicative only and can vary based on site conditions, access, compliance issues, or additional parts/labour.
- We may request **photos** (left, front, right views) to provide an accurate estimate. Final pricing may change after on-site inspection.

3. Booking, access and timing

- We offer same-day or next-day attendance where possible. Time windows are estimates.
- You must ensure safe, timely **access** to the property, clear work areas, and availability of water/power. Parking/permit fees (if any) may be added to the invoice.

4. Cancellations and rescheduling

- Please give **24 hours’ notice** to cancel or reschedule.
- Late cancellations or failed access may incur a **call-out fee** to cover lost time and travel.

5. Variations and unforeseen work

- Hidden issues (e.g., faulty shut-off valves, non-compliant pipework, root ingress, defective flanges, asbestos, structural defects) may require **variation work**.
- We will explain options, provide revised pricing, and proceed with your approval. Emergency safety work may proceed without prior written approval where required to prevent damage or comply with law.

6. Parts, brands and supply

- We use quality, compliant parts. If you supply fixtures (e.g., a toilet suite), you are responsible for ensuring suitability and completeness.
- We are not liable for delays or defects caused by **customer-supplied** items. Additional labour to adapt/rectify may be chargeable.

7. Warranties

- Workmanship warranty: **12 months** on our labour unless stated otherwise.
- Manufacturer warranties apply to parts/fixtures. We will assist with reasonable warranty claims handling, but final decisions rest with the manufacturer.
- Warranties do not cover misuse, accidental damage, normal wear and tear, pre-existing faults, or issues arising from non-compliant site conditions.

8. Payment terms

- Payment is due **on completion** unless otherwise agreed in writing. We accept common electronic methods.
- Late payment may attract **administration and interest charges** at a reasonable commercial rate plus recovery costs.
- Title in goods remains with us until paid in full.

9. Compliance and approvals

- We perform work in line with applicable **Australian Standards**, codes, and Queensland regulations.
- Where necessary, you authorise us to lodge forms/notifications and you agree to pay any fees associated with approvals, inspections, or certificates.

10. Risk and liability

- We take care to minimize disturbance. You are responsible for protecting sensitive surfaces, contents, and data (e.g., cabinetry, finishes, IT equipment).
- To the fullest extent permitted by law, our liability is limited to: (a) resupplying the services, or (b) paying the cost of resupply.
- Nothing in these Terms limits your rights under the **Australian Consumer Law**.

11. Photos and records

- You consent to us taking **worksite photos/videos** for assessment, quoting, compliance, and warranty records. We will not publish identifiable images without your consent.

12. Force majeure

We are not liable for delays or failures caused by events beyond our control (e.g., extreme weather, supplier shortages, illness, emergencies).

13. Website and content

- Site content is provided for general information. It may change without notice.
- Trademarks, logos, and content are owned by us or our licensors. You must not reproduce them without permission.

14. Governing law

These Terms are governed by the laws of **Queensland, Australia**. Parties submit to the non-exclusive jurisdiction of Queensland courts.

15. Contact

Questions about these Terms: mrloo@mail.com | 0431 348 571.

