Our Charges

Description

Charge

Technician-Tradesperson

$160.00 p/h

$320.00 p/h (after hours)

Apprentice

$100.00 p/h

$200.00 p/h (after hours)

Labourer

$100.00 p/h

$200.00 p/h (after hours)

Call Out Fee

$250.00

After Hours Call Out Fee

$500.00

Infrared imaging (Thermography)

$230.00 p/h

All materials installed are excluded from these rates, any materials used will be added as well as any added costs for example parking fees etc.

Cancellation Fee

$100.00

Overdue Invoice Charge

$50.00

Monthly Compounding Interest Charge

10%

After Hours Call Out Fee

We define our normal hours of business from 7.00am-4.00pm Monday to Friday. Work done outside of these hours is subject to an after-hours call out fee.

Call Out Fee

A call out fee is a one-off charge. We must cover the cost of the administration for your job.

Vehicle Service Fee

This charge is used to cover the cost of running the vehicles.

Parking Permits/Tolls/Paid Parking

If in the course of undertaking work for you, we are required to pay for parking or any other vehicle travel costs, these will be passed on to you.

Additional Travel to the Job Site

We allow up to 30 minutes travel time to your site. This cost is covered in the call-out fee. If we take longer than 30 minutes to travel to your job, the cost of this additional travel time may be charged to you.

Additional Travel Back to Office/Workshop

In some circumstances, if your property is located outside of normal travel routes, you may be charged for the time it takes for the tradespeople to travel back to the office/workshop. If it is more than 30 minutes, you may be charged for the extra time it takes the tradespeople to reach their destination. We as a firm, believe that it is good practice to pay the tradespeople when they are travelling for more than 30 minutes. The exception to this is normal travel to and from home in peak motorway traffic. This condition usually applies to work outside of the city.

After Hours Work

If, in the course of a job, you ask us to do work which falls outside of normal working hours, we will have to charge you additional fees. If it has been arranged as a call-out, call-out fees will be applied. If not, additional fees will be applied to cover the overtime rates.

Cancellations/Rescheduling Appointments

- We are always happy to reschedule an appointment free of charge.
- If you need to cancel your appointment, please provide us with at least 24 hours notice.
- A cancellation fee may apply to appointments that are not cancelled within 24 hours of your appointment.

Payment

- For call-out jobs and emergency jobs, payment is due when the work is complete, unless we have made other arrangements. If you have been sent an invoice, payment is due as per the payment date on the invoice.
- Once your job is complete, you will be sent a final invoice by email.
- Please let us know before work commences if you would prefer an invoice to be mailed to you, as our default communication is email.

Deposits

- Some jobs will require a deposit before work commences
- If a deposit invoice is sent and remains unpaid before the work commences, we reserve the right to halt work until payment is made. We also reserve the right to cancel the contract entirely, if payment is late or delayed.

Progress Invoices

- Progress invoices are claims for work done on site, before the entire job is completed. This covers labour and materials for work done to date. The cost of materials and the amount of time spent on your job will dictate whether you will be sent progress invoices.
- As part of our agreement, you accept to pay these progress invoices when they are due. You understand that you cannot withhold payment for any reason.
- If for any reason work has paused on your job, you can request an invoice to settle the account by calling the office.
- We reserve the right to stop work if progress payments have not been made.

Discounts

- Discounts applied to your account are administered at our discretion.

- Discounts may be revoked and the full amount may be charged to you if an invoice remains unpaid for more than **20 days** or any other agreed date.

Disputed Invoices

- If you need to discuss any aspect of payment, please contact us immediately.
- If you are dissatisfied with the invoice, it is your responsibility to contact us immediately.

Unpaid Accounts

- If payment remains outstanding for over **20 days** from the invoice due date a late fee of **$50.00** may be added to your account at our discretion.
- We reserve the right to charge **10%** compounding interest on a monthly basis for overdue accounts.
- Debt Collection costs may be added to invoices that remain outstanding for over **20 days** from the due date.